

ATTACHMENT AG-19-01 (d)

Energy Products & Service Summary

January – June, 2004

BAY STATE GAS COMPANY
ENERGY, PRODUCTS & SERVICE SUMMARY
MONTH AND YEAR TO DATE ENDED:
January 31, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	January Actuals	January Plan	Fav/(Unfav)	January Actuals	January Plan	Fav/(Unfav)	FY 1 & 11	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	206.8	349.5	(142.7)	206.8	349.5	(142.7)	3,077.2	3,219.9	(142.7)
Gross Profit (Loss)	105.9	179.1	(73.2)	105.9	179.1	(73.2)	1,542.0	1,615.2	(73.2)
Gross Profit Percentage	51.2%	51.2%		51.2%	51.2%		50.1%	50.2%	
REPAIR WORK									
Revenue	249.4	368.1	(118.7)	249.4	368.1	(118.7)	2,107.7	2,226.4	(118.7)
Gross Profit (Loss)	157.2	157.6	(0.4)	157.2	157.6	(0.4)	934.0	934.4	(0.4)
Gross Profit Percentage	63.0%	42.8%		63.0%	42.8%		44.3%	42.0%	
ANNUAL INSPECTIONS									
Revenue	0.6	0.6	0.0	0.6	0.6	0.0	704.7	704.7	0.0
Gross Profit (Loss)	0.6	0.3	0.3	0.6	0.3	0.3	352.5	352.2	0.3
Gross Profit Percentage	100.0%	49.8%		100.0%	49.8%		50.0%	50.0%	
GUARDIAN CARE									
Revenue	535.7	524.3	11.4	535.7	524.3	11.4	5,897.4	5,886.0	11.4
Gross Profit (Loss)	237.1	265.5	(28.4)	237.1	265.5	(28.4)	4,288.5	4,316.9	(28.4)
Gross Profit Percentage	44.3%	50.6%		44.3%	50.6%		72.7%	73.3%	
RENTALS									
Revenue	673.9	679.4	(5.5)	673.9	679.4	(5.5)	8,070.5	8,076.0	(5.5)
Gross Profit (Loss)	619.8	637.4	(17.6)	619.8	637.4	(17.6)	7,690.2	7,707.8	(17.6)
Gross Profit Percentage	92.0%	93.8%		92.0%	93.8%		95.3%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,666.4	1,921.9	(255.5)	1,666.4	1,921.9	(255.5)	19,857.5	20,113.0	(255.5)
Gross Profit (Loss)	1,120.6	1,239.9	(119.3)	1,120.6	1,239.9	(119.3)	14,807.2	14,926.5	(119.3)
Gross Profit Percentage	67.2%	64.5%		67.2%	64.5%		74.6%	74.2%	
Lease/Dep Exp (WH)	119.5	120.1	0.6	119.5	120.1	0.6	1,373.7	1,374.3	0.6
Lease/Dep Exp (CB)	45.3	44.7	(0.6)	45.3	44.7	(0.6)	537.1	536.5	(0.6)
Advertising	0.2	0.1	(0.1)	0.2	0.1	(0.1)	277.5	277.5	(0.1)
Corporate Services	15.5	29.5	14.0	15.5	29.5	14.0	373.8	387.8	14.0
Central Supervision/Admin	29.8	30.4	0.6	29.8	30.4	0.6	332.1	332.7	0.6
Bad debt expense	72.5	67.3	(5.2)	72.5	67.3	(5.2)	709.2	704.0	(5.2)
Direct Fringes	177.9	217.4	39.5	177.9	217.4	39.5	1,586.8	1,626.5	39.7
Overheads	307.8	356.3	48.5	307.6	356.5	48.9	3,449.7	3,498.4	48.7
EBIT	352.2	374.1	(21.9)	352.4	373.9	(21.5)	6,167.4	6,188.9	(21.5)
EBIT %age of Revenues	21.1%	19.5%		21.1%	19.5%		31.1%	30.8%	

BAY STATE GAS COMPANY
ENERGY, PRODUCTS & SERVICE SUMMARY
MONTH AND YEAR TO DATE ENDED:
February 29, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	February Actuals	February Plan	Fav/(Unfav)	February Actuals	February Plan	Fav/(Unfav)	FY 2 & 10	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	170.0	245.8	(75.8)	376.8	595.3	(218.5)	3,001.4	3,219.9	(218.5)
Gross Profit (Loss)	80.4	123.2	(42.8)	186.3	302.3	(116.0)	1,499.2	1,615.2	(116.0)
Gross Profit Percentage	47.3%	50.1%		49.4%	50.8%		49.9%	50.2%	
REPAIR WORK									
Revenue	189.9	252.7	(62.8)	435.1	620.9	(185.8)	2,040.6	2,226.4	(185.8)
Gross Profit (Loss)	107.3	109.3	(2.0)	260.4	266.9	(6.5)	927.9	934.4	(6.5)
Gross Profit Percentage	56.5%	43.2%		59.8%	43.0%		45.5%	42.0%	
ANNUAL INSPECTIONS									
Revenue	0.6	0.3	0.3	1.2	0.9	0.3	705.0	704.7	0.3
Gross Profit (Loss)	0.6	0.2	0.4	1.2	0.4	0.8	352.9	352.2	0.8
Gross Profit Percentage	100.0%	49.8%		100.0%	49.8%		50.1%	50.0%	
GUARDIAN CARE									
Revenue	481.2	465.0	16.2	1,016.8	989.4	27.4	5,913.4	5,886.0	27.4
Gross Profit (Loss)	286.2	284.9	1.3	523.0	550.4	(27.4)	4,289.5	4,316.9	(27.4)
Gross Profit Percentage	59.5%	61.3%		51.4%	55.6%		72.5%	73.3%	
RENTALS									
Revenue	663.0	678.1	(15.1)	1,337.1	1,357.5	(20.4)	8,055.6	8,076.0	(20.4)
Gross Profit (Loss)	626.4	636.0	(9.6)	1,246.7	1,273.4	(26.7)	7,681.1	7,707.8	(26.7)
Gross Profit Percentage	94.5%	93.8%		93.2%	93.8%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,504.7	1,642.1	(137.4)	3,167.0	3,564.0	(397.0)	19,716.0	20,113.0	(397.0)
Gross Profit (Loss)	1,100.9	1,153.5	(52.6)	2,217.6	2,393.4	(175.8)	14,750.7	14,926.5	(175.8)
Gross Profit Percentage	73.2%	70.2%		70.0%	67.2%		74.8%	74.2%	
Lease/Dep Exp (WH)	116.3	120.1	3.8	235.6	240.2	4.6	1,369.7	1,374.3	4.6
Lease/Dep Exp (CB)	45.3	44.7	(0.6)	90.3	89.5	(0.8)	537.4	536.5	(0.9)
Advertising	1.6	5.9	4.3	1.8	6.0	4.2	273.2	277.5	4.2
Corporate Services	0.0	40.7	40.7	15.5	70.2	54.7	333.2	387.8	54.6
Central Supervision/Admin	21.5	25.4	3.8	51.3	55.8	4.5	328.3	332.7	4.5
Bad debt expense	58.3	57.5	(0.8)	130.9	124.7	(6.2)	710.1	704.0	(6.2)
Direct Fringes	135.3	169.6	34.3	329.2	403.2	74.0	1,730.8	1,804.9	74.1
Overheads	262.2	251.8	(10.4)	499.4	591.2	91.8	3,281.4	3,319.7	38.3
EBIT	460.4	437.9	22.5	863.6	812.6	51.0	6,186.6	6,189.2	(2.6)
EBIT %age of Revenues	30.6%	26.7%		27.3%	22.8%		31.4%	30.8%	

BAY STATE GAS COMPANY
ENERGY, PRODUCTS & SERVICE SUMMARY
MONTH AND YEAR TO DATE ENDED:
March 31, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	March Actuals	March Plan	Fav/(Unfav)	March Actuals	March Plan	Fav/(Unfav)	FY 3 & 9	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	171.7	211.7	(40.0)	548.2	807.0	(258.8)	2,961.1	3,219.9	(258.8)
Gross Profit (Loss)	95.2	104.1	(8.9)	280.9	406.5	(125.6)	1,489.6	1,615.2	(125.6)
Gross Profit Percentage	55.4%	49.2%		51.2%	50.4%		50.3%	50.2%	
REPAIR WORK									
Revenue	161.3	200.5	(39.2)	596.9	821.4	(224.5)	2,001.9	2,226.4	(224.5)
Gross Profit (Loss)	81.1	86.4	(5.3)	341.8	353.3	(11.5)	922.9	934.4	(11.5)
Gross Profit Percentage	50.3%	43.1%		57.3%	43.0%		46.1%	42.0%	
ANNUAL INSPECTIONS									
Revenue	8.1	1.2	6.9	9.4	2.1	7.3	712.0	704.7	7.3
Gross Profit (Loss)	3.2	0.6	2.6	4.5	1.0	3.5	355.6	352.2	3.5
Gross Profit Percentage	39.5%	49.7%		47.9%	49.8%		49.9%	50.0%	
GUARDIAN CARE									
Revenue	398.4	389.5	8.9	1,415.2	1,378.9	36.3	5,922.3	5,886.0	36.3
Gross Profit (Loss)	229.7	251.8	(22.1)	752.2	802.2	(50.0)	4,266.9	4,316.9	(50.0)
Gross Profit Percentage	57.7%	64.7%		53.2%	58.2%		72.0%	73.3%	
RENTALS									
Revenue	670.5	677.0	(6.5)	2,007.6	2,034.5	(26.9)	8,049.1	8,076.0	(26.9)
Gross Profit (Loss)	644.3	646.4	(2.1)	1,891.0	1,919.8	(28.8)	7,679.0	7,707.8	(28.8)
Gross Profit Percentage	96.1%	95.5%		94.2%	94.4%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,410.0	1,479.8	(69.8)	4,577.3	5,043.8	(466.5)	19,646.5	20,113.0	(466.5)
Gross Profit (Loss)	1,053.5	1,089.4	(35.9)	3,270.4	3,482.8	(212.4)	14,714.1	14,926.5	(212.4)
Gross Profit Percentage	74.7%	73.6%		71.4%	69.1%		74.9%	74.2%	
Lease/Dep Exp (WH)	121.4	120.1	(1.3)	357.0	360.3	3.3	1,371.1	1,374.3	3.2
Lease/Dep Exp (CB)	45.4	44.7	(0.7)	135.7	134.1	(1.6)	538.1	536.5	(1.6)
Advertising	47.5	14.3	(33.2)	49.2	20.3	(28.9)	306.4	277.5	(28.9)
Corporate Services	45.4	33.8	(11.6)	86.7	104.1	17.4	370.5	387.8	17.3
Central Supervision/Admin	22.6	29.1	6.5	74.0	84.9	11.0	321.8	332.7	11.0
Bad debt expense	38.2	51.8	13.6	169.0	176.5	7.5	696.4	704.0	7.5
Direct Fringes	112.8	137.5	24.7	442.0	540.9	98.9	1,705.9	1,804.9	99.0
Overheads	216.8	260.3	43.5	669.7	853.7	184.0	3,239.1	3,319.7	80.6
EBIT	403.4	397.7	5.6	1,287.1	1,207.9	79.2	6,164.8	6,189.2	(24.3)
EBIT %age of Revenues	28.6%	26.9%		28.1%	23.9%		31.4%	30.8%	

BAY STATE GAS COMPANY
ENERGY, PRODUCTS & SERVICE SUMMARY
MONTH AND YEAR TO DATE ENDED:
April 30, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	April Actuals	April Plan	Fav/(Unfav)	April Actuals	April Plan	Fav/(Unfav)	FY 4 & 8	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	136.2	142.6	(6.4)	684.6	949.6	(265.0)	2,954.9	3,219.9	(265.0)
Gross Profit (Loss)	77.0	68.8	8.2	358.2	475.3	(117.1)	1,498.1	1,615.2	(117.1)
Gross Profit Percentage	56.5%	48.3%		52.3%	50.1%		50.7%	50.2%	
REPAIR WORK									
Revenue	99.3	144.4	(45.1)	695.7	965.8	(270.1)	1,956.3	2,226.4	(270.1)
Gross Profit (Loss)	10.3	62.2	(51.9)	351.8	415.5	(63.7)	870.7	934.4	(63.7)
Gross Profit Percentage	10.4%	43.1%		50.6%	43.0%		44.5%	42.0%	
ANNUAL INSPECTIONS									
Revenue	65.6	47.9	17.7	75.0	50.0	25.0	729.7	704.7	25.0
Gross Profit (Loss)	14.5	24.0	(9.5)	19.0	25.0	(6.0)	346.1	352.2	(6.0)
Gross Profit Percentage	22.1%	50.1%		25.3%	50.1%		47.4%	50.0%	
GUARDIAN CARE									
Revenue	349.5	347.1	2.4	1,764.9	1,726.0	38.9	5,925.0	5,886.0	38.9
Gross Profit (Loss)	198.0	237.1	(39.1)	950.6	1,039.3	(88.7)	4,228.2	4,316.9	(88.7)
Gross Profit Percentage	56.7%	68.3%		53.9%	60.2%		71.4%	73.3%	
RENTALS									
Revenue	667.7	675.8	(8.1)	2,675.2	2,710.3	(35.1)	8,040.9	8,076.0	(35.1)
Gross Profit (Loss)	640.2	649.3	(9.1)	2,531.1	2,569.1	(38.0)	7,669.7	7,707.8	(38.0)
Gross Profit Percentage	95.9%	96.1%		94.6%	94.8%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,318.3	1,357.9	(39.6)	5,895.4	6,401.7	(506.3)	19,606.7	20,113.0	(506.3)
Gross Profit (Loss)	940.0	1,041.6	(101.6)	4,210.7	4,524.3	(313.6)	14,612.9	14,926.5	(313.6)
Gross Profit Percentage	71.3%	76.7%		71.4%	70.7%		74.5%	74.2%	
Lease/Dep Exp (WH)	122.6	120.1	(2.5)	479.3	480.3	1.0	1,373.3	1,374.3	1.0
Lease/Dep Exp (CB)	45.4	44.7	(0.7)	181.1	178.8	(2.3)	538.8	536.5	(2.3)
Advertising	12.0	23.7	11.7	61.2	44.0	(17.2)	294.6	277.5	(17.2)
Corporate Services	31.6	31.1	(0.5)	118.2	135.3	17.1	370.7	387.8	17.1
Central Supervision/Admin	25.3	30.0	4.7	99.2	114.9	15.7	317.1	332.7	15.7
Bad debt expense	64.6	47.5	(17.1)	233.6	224.1	(9.5)	713.5	704.0	(9.5)
Direct Fringes	147.4	121.1	(26.3)	589.2	662.1	72.9	1,731.7	1,804.9	73.2
Overheads	268.4	279.5	11.1	991.2	1,137.7	146.5	3,173.5	3,319.7	146.2
EBIT	222.7	343.8	(121.1)	1,457.6	1,547.2	(89.5)	6,099.7	6,189.2	(89.5)
EBIT %age of Revenues	16.9%	25.3%		24.7%	24.2%		31.1%	30.8%	

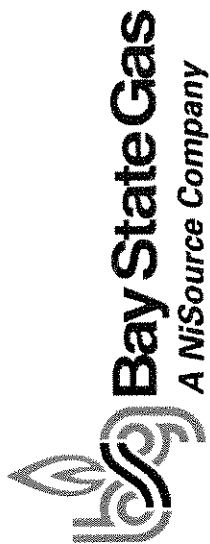
BAY STATE GAS COMPANY
ENERGY, PRODUCTS & SERVICE SUMMARY
MONTH AND YEAR TO DATE ENDED:
June 30, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	June Actuals	June Plan	Fav/(Unfav)	June Actuals	June Plan	Fav/(Unfav)	FY 6 & 6	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	201.6	140.6	61.0	1,071.7	1,294.2	(222.5)	2,997.4	3,219.9	(222.5)
Gross Profit (Loss)	125.1	69.2	55.9	582.3	644.3	(62.0)	1,553.2	1,615.2	(62.0)
Gross Profit Percentage	62.1%	49.2%		54.3%	49.8%		51.8%	50.2%	
REPAIR WORK									
Revenue	35.8	36.3	(0.5)	784.7	1,077.0	(292.3)	1,934.1	2,226.4	(292.3)
Gross Profit (Loss)	29.7	12.5	17.2	386.5	458.1	(71.6)	862.9	934.4	(71.6)
Gross Profit Percentage	83.0%	34.5%		49.3%	42.5%		44.6%	42.0%	
ANNUAL INSPECTIONS									
Revenue	248.7	162.3	86.4	445.3	297.1	148.2	852.9	704.7	148.2
Gross Profit (Loss)	141.4	80.7	60.7	217.2	148.7	68.5	420.7	352.2	68.5
Gross Profit Percentage	56.9%	49.7%		48.8%	50.1%		49.3%	50.0%	
GUARDIAN CARE									
Revenue	348.0	392.9	(44.9)	2,509.4	2,426.6	82.8	5,968.9	5,886.0	82.8
Gross Profit (Loss)	334.8	330.7	4.1	1,549.1	1,597.4	(48.3)	4,268.6	4,316.9	(48.3)
Gross Profit Percentage	96.2%	84.2%		61.7%	65.8%		71.5%	73.3%	
RENTALS									
Revenue	672.5	673.5	(1.0)	4,008.2	4,058.5	(50.3)	8,025.7	8,076.0	(50.3)
Gross Profit (Loss)	665.3	656.8	8.5	3,835.2	3,879.9	(44.7)	7,663.1	7,707.8	(44.7)
Gross Profit Percentage	98.9%	97.5%		95.7%	95.6%		95.5%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,506.6	1,405.7	100.9	8,819.3	9,153.3	(334.0)	19,779.0	20,113.0	(334.0)
Gross Profit (Loss)	1,296.3	1,150.0	146.3	6,570.3	6,728.4	(158.1)	14,768.4	14,926.5	(158.1)
Gross Profit Percentage	86.0%	81.8%		74.5%	73.5%		74.7%	74.2%	
Lease/Dep Exp (WH)	125.5	120.1	(5.4)	728.8	720.5	(8.3)	1,382.7	1,374.3	(8.4)
Lease/Dep Exp (CB)	45.5	44.7	(0.8)	272.0	268.3	(3.7)	540.3	536.5	(3.8)
Advertising	2.7	36.8	34.1	105.8	100.2	(5.6)	283.1	277.5	(5.7)
Corporate Services	(10.6)	31.6	42.2	157.4	197.5	40.1	347.7	387.8	40.1
Central Supervision/Admin	21.0	25.8	4.8	142.7	164.9	22.2	310.5	332.7	22.2
Bad debt expense	161.2	49.2	(112.0)	442.9	320.4	(122.5)	826.5	704.0	(122.5)
Direct Fringes	86.2	104.7	18.5	809.8	871.3	61.5	1,743.1	1,804.9	61.8
Overheads	292.1	233.3	(58.8)	1,522.8	1,605.2	82.4	3,237.3	3,319.7	82.4
EBIT	572.7	503.8	68.9	2,388.1	2,480.2	(92.0)	6,097.2	6,189.2	(92.0)
EBIT %age of Revenues	38.0%	35.8%		27.1%	27.1%		30.8%	30.8%	

ATTACHMENT AG-19-01 (e)

Competitive Sales & Retail Services Report

**May, July, August, September,
October, November, 2004**



Competitive Sales and Retail Services Report

**May
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

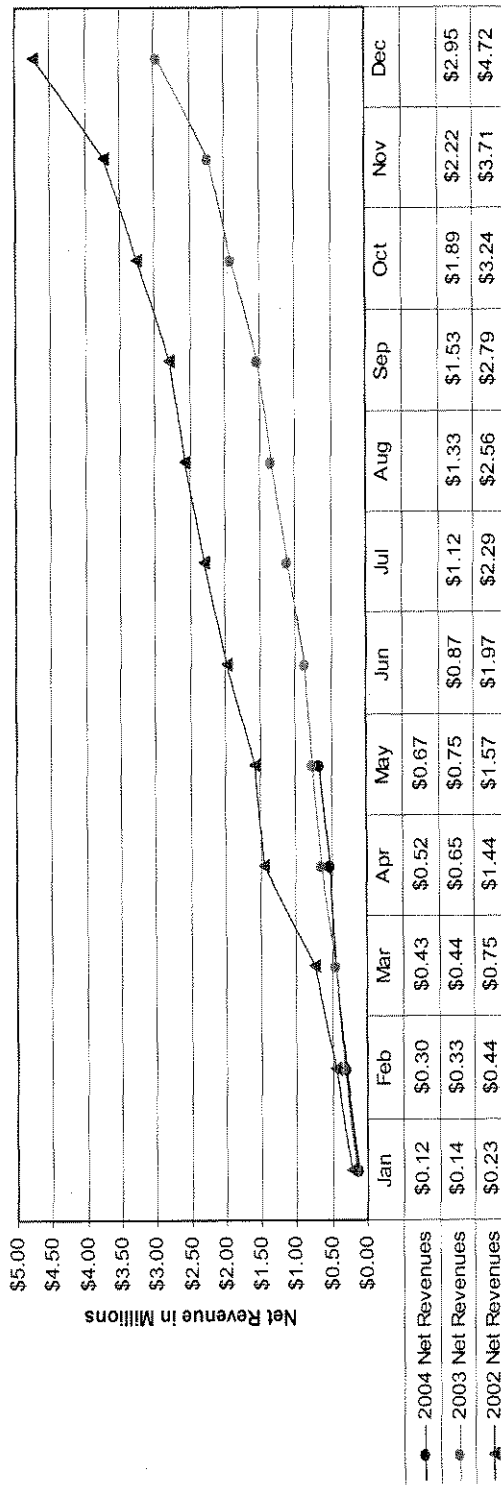
Activity and Highlights

- It is expected that the four Field Sales Representatives will be in the field by August 1.
- Booked Net Revenues continue to decline. 2004 booked net revenues are running at 89% of the 2003 year to date level.
- Normalized sendout is 13.8% below forecast
- Key Account Net Revenues are up 6% from 2003
- Annual Inspection activity is up over 60% from 2003, which will lead to increased Installations and Guardian Care contracts, and reduced Guardian Care service calls this fall.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



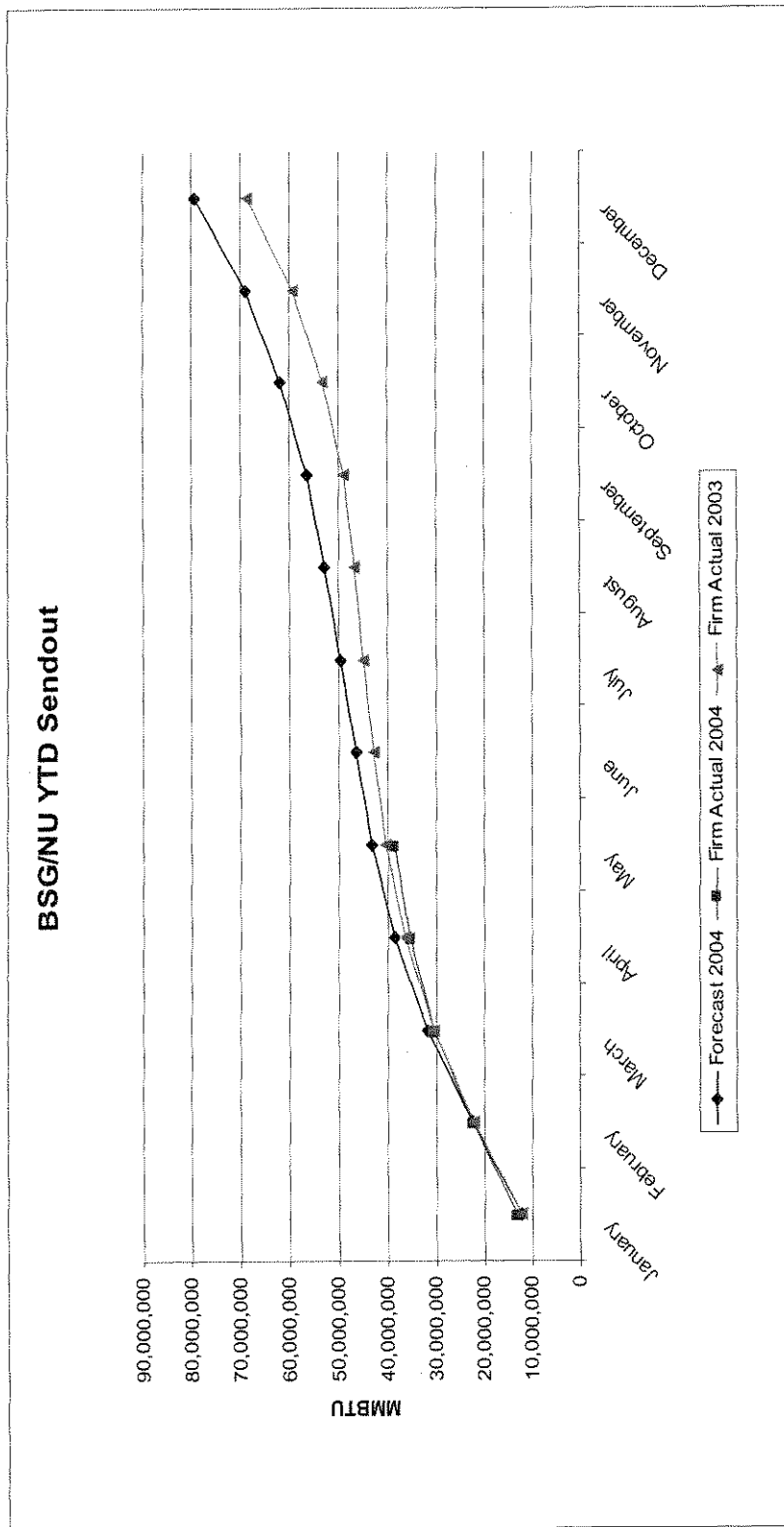
BSG/NU 2004 Bookings

2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,469
160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,237
206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,009
		270,355	\$874,321			1,884,311	\$1,974,520
		352,423	\$1,118,632			2,025,647	\$2,290,595
		415,029	\$1,325,998			2,134,855	\$2,563,138
		472,692	\$1,533,891			2,207,586	\$2,786,331
		573,689	\$1,886,857			2,349,031	\$3,239,891
		693,463	\$2,224,748			2,538,185	\$3,712,735
		1,021,113	\$2,953,616			2,914,843	\$4,722,081

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Year-to-Date Sendout



BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014							
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935							
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%							
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,248
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446							
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,652,259
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.

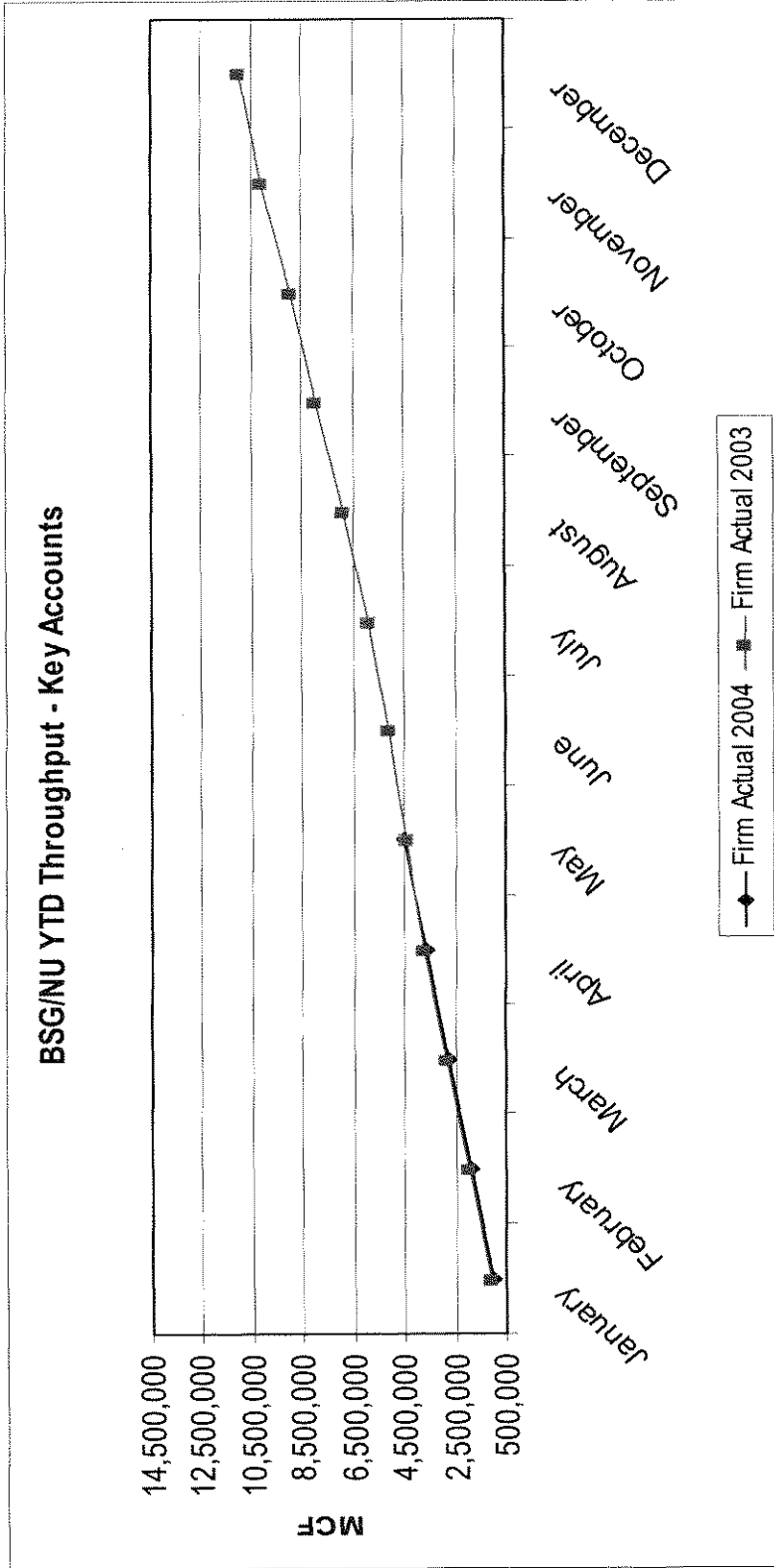


Year-to-date Sendout by Location

	January	February	March	April	May	June	July	August	Sept	October	November	December
BSG/NU												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	40,262,600	42,895,867	44,873,221	46,878,648	53,381,159	59,432,948	68,557,256
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,226	13,900,601	14,860,556	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,884	15,365,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,619,708	11,518,846	12,011,534	12,507,604	14,247,261	15,775,148	18,141,913
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,385,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,062	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,653,501
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,653,501
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,869,081
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,069,038
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,069,038
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,659,417
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,659,417
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-3.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%



Key Account Throughput

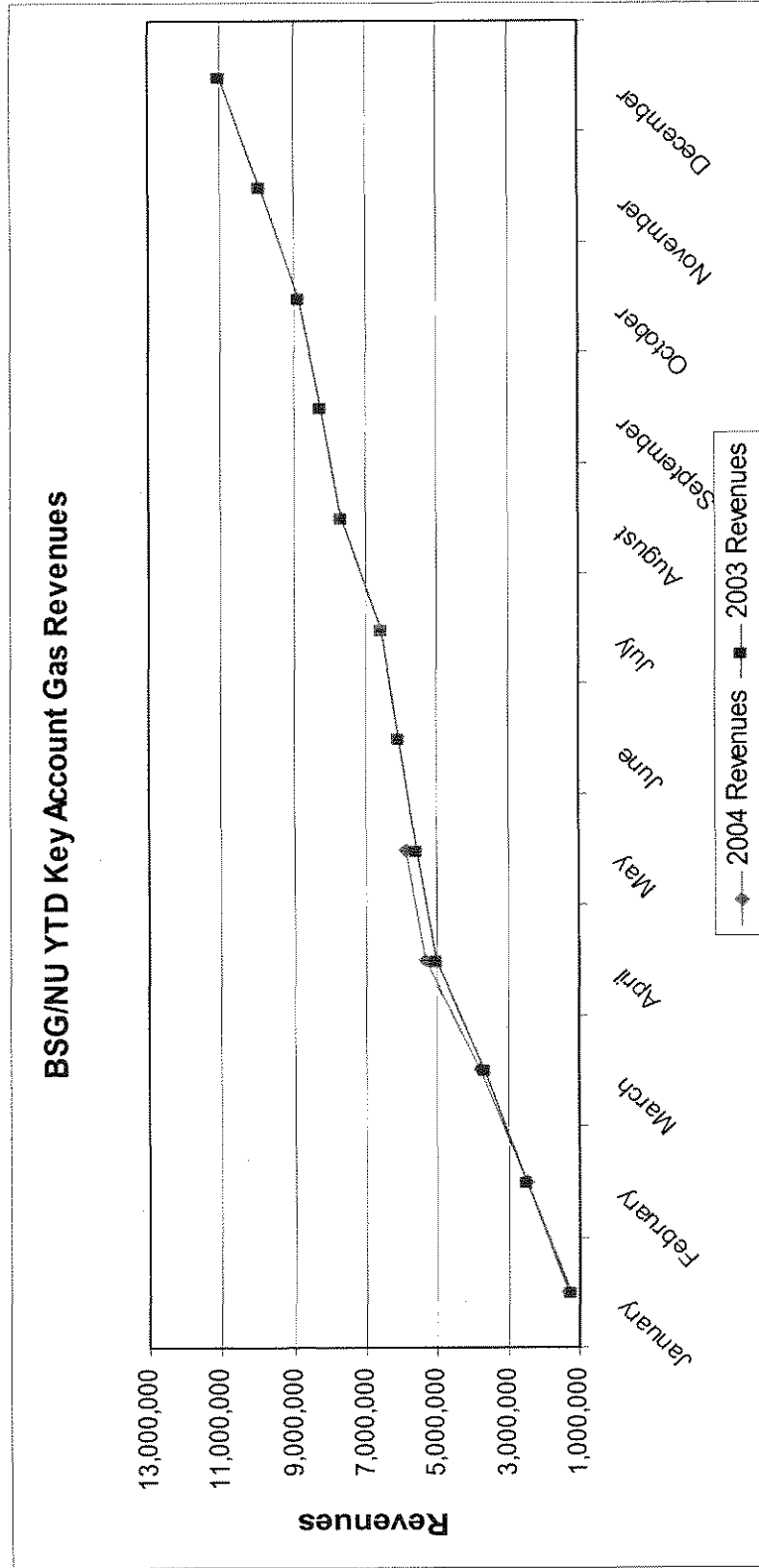


BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
Firm Actual 2004	994,931	1,867,964	2,787,997	3,633,693	4,539,593							
Firm Actual 2003	1,063,283	1,991,308	2,897,694	3,715,106	4,398,199	5,059,983	5,858,038	6,891,389	7,981,129	8,956,875	10,117,510	11,000,000
% Variance	-6%	-6%	-4%	-2%	3%							



Key Account Revenues



Bay State Gas Company

Attachment A-19-1(e)

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BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,300,065	2,466,560	3,780,612	5,324,287	5,893,580							
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,595,286	7,677,007	8,215,468	8,859,106	9,897,306	11,049,306
% Variance	7%	0%	4%	6%	6%	6%						



Key Account Report

Bay State Gas/Northern Utilities													
2004 Major Accounts Report													
May 2004													
Account Number	Company	Gas Revenues				Gas Usage							
		2004 Forecast	2003 Total Revenues	2004 YTD Revenues	2003 YTD Revenues	YTD Variance	YTD %	2004 Forecast	2003 Total MCF	2004 YTD MCF	2003 YTD MCF	YTD Variance	YTD %
Brockton													
Key Accounts:													
1	807402009												
		\$37,365	\$60,969	\$29,041	\$31,122	(\$2,081)	-7%	65,853	60,071	25,328	25,496	(169)	-1%
2	193502007												
		\$30,953	\$58,193	\$31,225	\$30,792	\$433	1%	53,355	48,314	22,430	20,313	2,117	10%
3	372772008												
		\$182,320	\$336,621	\$264,575	\$252,567	\$12,008	5%	268,376	232,654	151,121	137,584	13,538	10%
4	767012007												
		\$37,967	\$51,776	\$31,335	\$31,152	\$183	1%	51,630	47,417	24,892	25,481	(589)	-2%
5	426012001												
		\$29,523	\$53,301	\$29,936	\$33,317	(\$3,381)	-10%	50,571	46,784	24,222	26,114	(1,892)	-7%
6	537012007												
		\$17,162	\$154,684	\$98,180	\$99,359	(\$1,179)	-1%	26,471	155,779	87,836	90,731	(2,895)	-3%
7	823112006												
		\$29,093	\$51,499	\$30,149	\$30,729	(\$580)	-2%	49,729	44,243	23,129	23,501	(373)	-2%
8	739212003												
		\$54,200	\$85,081	\$43,318	\$43,452	(\$134)	0%	98,671	93,571	40,579	40,105	474	1%
9	944682001												
		\$41,675	\$73,938	\$40,519	\$38,650	\$1,869	5%	74,255	75,548	33,647	33,580	66	0%
10	498512005												
		\$51,719	\$70,977	\$33,617	\$42,209	(\$8,592)	-20%	93,835	63,414	28,449	30,836	(2,387)	-8%
11	217512009												
		\$36,581	\$66,052	\$36,136	\$38,123	(\$1,987)	-5%	64,325	57,839	25,323	29,188	(3,365)	-13%
12	106712006												
		\$84,521	\$126,884	\$68,262	\$70,977	(\$2,715)	-4%	157,775	143,779	64,474	66,224	(1,750)	-3%
13	415422004												
		\$50,044	\$72,019	\$44,808	\$46,357	(\$1,549)	-3%	69,763	61,525	36,405	39,604	(3,199)	-8%
14	769422005												
		\$49,769	\$78,458	\$42,939	\$39,301	\$3,638	9%	90,033	87,886	39,554	35,089	4,465	13%
15	659422001												
		\$38,339	\$63,090	\$35,575	\$38,207	(\$2,632)	-7%	67,753	62,745	28,138	30,308	(2,169)	-7%
16	195522001												
		\$34,160	\$24,316	\$11,276	\$12,791	(\$1,515)	-12%	20,376	18,141	8,688	9,159	(471)	-5%
17	348522003												
		\$19,799	\$34,932	\$24,413	\$19,369	\$5,044	26%	31,612	31,514	20,249	15,724	4,524	29%
18	084422002												
		\$43,883	\$32,059	\$23,789	\$16,780	\$7,009	42%	27,175	25,306	18,651	14,233	4,418	31%
Total Key Accounts		\$869,073	\$1,494,849	\$919,093	\$915,254	\$3,839	0%	1,361,558	1,356,528	703,114	693,269	9,845	1%
Springfield													
Key Accounts:													
1	335163003												
		\$131,907	\$227,578	\$132,062	\$120,542	\$11,520	10%	250,147	245,446	128,738	111,979	16,759	15%
2	304263005												
		\$29,012	\$17,032	\$2,144	\$15,739	(\$13,595)	-80%	17,597	10,401	1,018	10,399	(9,381)	-90%
3	731163001												
		\$25,183	\$17,304	\$9,969	\$11,377	(\$1,408)	-12%	14,761	11,559	6,380	7,477	(1,097)	-15%
4	857032007												
		\$36,970	\$16,910	\$17,551	\$15,362	\$2,189	14%	23,011	10,858	12,032	10,378	1,654	16%
5	266032005												
		\$16,854	\$9,151	\$5,491	\$5,853	(\$362)	-6%	8,938	5,734	3,139	3,402	(263)	-8%
6	298032003												
		\$44,643	\$75,696	\$40,523	\$37,781	\$2,742	7%	80,041	84,460	37,221	34,707	3,015	9%
7	567273003												
		\$35,074	\$50,852	\$29,997	\$13,704	\$16,293	119%	61,388	56,280	13,739	11,579	2,160	19%
8	923373007												
		\$73,022	\$223,610	\$128,214	\$110,961	\$17,253	16%	135,362	145,692	79,723	68,043	11,675	17%
9	938343006												
		\$1,229,999	\$894,964	\$356,040	\$356,227	(\$187)	0%	10,999,996	1,812,072	201,331	207,470	(6,139)	-3%
10	899332005												
		\$93,001	\$157,919	\$91,459	\$93,968	(\$2,509)	-3%	174,306	152,111	70,668	77,265	(6,595)	-9%
11	663432008												
		\$55,615	\$104,380	\$54,317	\$53,584	\$733	1%	101,428	87,330	37,561	36,956	606	2%
12	823432009												
		\$26,059	\$19,240	\$13,373	\$9,706	\$3,667	38%	14,783	16,955	9,476	7,096	2,380	34%
13	906432007												
		\$123,740	\$228,917	\$124,293	\$133,880	(\$9,587)	-7%	234,226	228,830	106,200	116,384	(10,094)	-8%
14	365432000												
		\$0	\$1,607	\$987	\$762	\$225	30%	0	828	543	377	167	14%
15	194963005												
		\$26,251	\$53,627	\$26,791	\$28,734	(\$1,943)	-7%	44,189	49,324	21,288	22,200	(912)	-4%
16	969242007												
		\$48,171	\$85,640	\$50,004	\$51,369	(\$1,365)	-3%	86,919	80,076	39,844	41,943	(2,099)	-5%
17	061442009												
		\$41,317	\$76,845	\$50,441	\$43,875	\$6,566	15%	73,558	51,705	21,522	32,886	(11,364)	-21%
18	388333005												
		\$446,131	\$355,602	\$344,816	\$255,046	\$89,770	35%	1,240,998	335,499	21,180	59,760	(38,580)	-61%
19	032442006												
		\$35,530	\$56,610	\$19,883	\$36,993	(\$17,110)	-46%	62,278	45,270	15,232	25,317	(10,085)	-40%
20	996922007												
		\$104,720	\$205,771	\$123,419	\$134,570	(\$11,151)	-8%	197,149	160,418	94,425	100,470	(6,045)	-6%
21	400132000												
		\$45,068	\$74,590	\$41,948	\$45,969	(\$4,021)	-9%	80,869	71,080	31,907	39,832	(7,926)	-20%
22	827142002												
		\$47,777	\$104,699	\$56,377	\$65,331	(\$8,954)	-14%	86,150	81,727	41,290	43,354	(2,063)	-5%
Total Key Accounts		\$2,716,044	\$3,058,544	\$1,720,099	\$1,641,333	\$78,766	5%	13,997,094	3,743,654	994,549	1,068,779	(74,229)	-7%



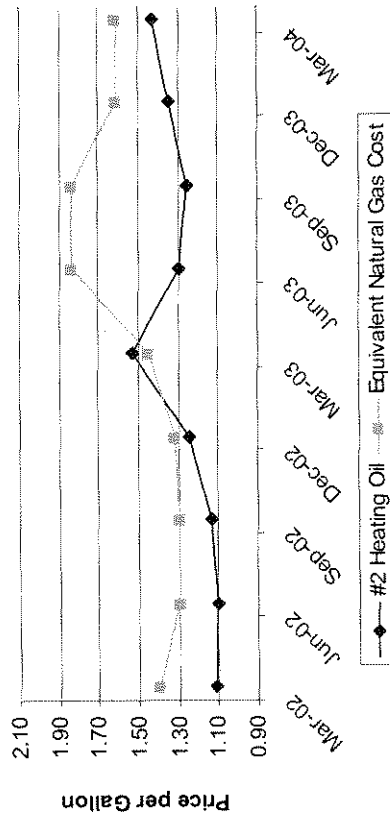
Key Account Report continued

Bay State Gas/Northern Utilities 2004 Major Accounts Report May 2004									
Account Number	Company	Gas Revenues				Gas Usage			
		2004 Forecast	2003 Revenues	2004 YTD Revenues	YTD Variance	YTD % Variance	2004 Forecast	2003 MCF	YTD Variance
Lawrence									
Key Accounts:									
1	381542004 GENETICS INSTITUTE %	\$366,734	\$650,060	\$413,314	\$308,171	\$105,143	707,917	764,286	125,746
2	254542009 PHILLIPS - ATIN CARLOS MONT	\$57,383	\$104,966	\$45,947	\$52,002	(\$6,055)	105,266	84,634	39,986
3	768542003 RAYTHEON CO-MMIC BLDG	\$22,053	\$40,929	\$22,400	\$23,971	(\$1,571)	36,006	34,824	1,128
4	516542001 RAYTHEON COMPANY	\$79,304	\$146,904	\$83,756	\$83,831	(\$75)	147,607	136,517	7,236
5	881542004 RAYTHEON-MICROELECTR	\$28,536	\$39,818	\$22,533	\$23,117	(\$584)	48,643	37,643	20,850
6	057152007 CROWN CORK & SEAL	\$49,878	\$83,505	\$41,541	\$44,299	(\$2,758)	90,245	37,426	40,822
7	137623000 MALDEN MILLS INDUSTRIES %	\$20,992	\$44,091	\$21,908	\$24,973	(\$3,065)	33,939	31,900	15,893
8	189763004 WOOD MILL, LLC	\$40,341	\$79,706	\$26,312	\$50,720	(\$24,408)	71,654	57,667	38,053
9	485352005 COLOMBO INC	\$34,090	\$55,177	\$30,006	\$30,785	(\$779)	59,470	25,657	25,989
10	749623008 MALDEN MILLS COGEN PLANT	\$350,073	\$561,567	\$22,443	\$301,032	(\$3,283)	675,420	637,433	297,139
11	317623000 MALDEN MILLS INDUSTRIES	\$48,804	\$31,803	\$22,443	\$20,385	\$2,058	30,660	27,763	15,833
12	786623009 MALDEN MILLS INDUSTRIES %	\$36,280	\$62,918	\$34,469	\$38,019	(\$3,550)	63,739	53,982	27,621
13	528623004 MALDEN MILLS INDUSTRY %	\$28,122	\$56,030	\$32,915	\$30,215	\$2,700	47,836	25,818	1,149
14	002452008 MERRIMACK COLLEGE	\$41,419	\$73,226	\$46,513	\$46,246	\$267	73,757	56,015	33,814
Total Key Accounts		\$1,204,229	\$2,030,700	\$1,143,806	\$1,079,766	\$64,040	2,192,179	2,112,962	74,378
Portsmouth									
Key Accounts:									
1	747752002 CAMBRIDGE TOOL NORTH	\$111,315	\$62,424	\$33,391	\$33,853	(\$462)	69,971	60,598	27,879
2	281452002 PORTSMOUTH REGIONAL HOSPITAL	\$0	\$0	\$14,408	\$0	\$14,408	0	12,467	12,467
3	835852005 HEIDELBERG WEB SYSTEMS	\$17,997	\$30,665	\$17,498	\$21,051	(\$3,553)	30,378	16,912	9,602
4	938752002 UNIVERSITY OF NH	\$199,800	\$160,022	\$155,679	\$135,995	\$19,684	300,000	82,147	39,233
5	744652007 FOSS MANUFACTURING	\$200,211	\$312,002	\$152,832	\$108,391	\$44,441	273,252	216,884	131,567
6	715852001 TYCOM INTEGRATED	\$129,584	\$97,157	\$24,642	\$58,221	(\$33,579)	158,340	115,742	71,470
7	43552001 NATIONAL GYPSUM	\$548,293	\$540,530	\$241,364	\$221,628	\$19,736	711,144	699,037	307,947
8	334552007 LONZA BIOLOGICS INC%	\$90,794	\$49,468	\$25,992	\$27,947	(\$1,955)	56,715	45,589	22,909
9	168443005 LONZA BIOLOGICS INC%	\$4,640	\$30,707	\$55,512	\$7,255	\$48,257	1,036	27,508	46,139
10	149652007 BAILEY CORP %	\$147,552	\$97,169	\$37,232	\$60,071	(\$22,839)	93,380	87,365	41,276
11	137203008 VELCRO USA INC	\$107,703	\$65,782	\$37,032	\$34,395	\$2,637	67,638	30,500	28,902
Total Key Accounts		\$1,603,799	\$1,445,932	\$809,582	\$708,807	\$100,775	1,761,854	1,617,581	685,684
Portland									
Key Accounts:									
1	820562000 CASCADES-AUBURN FIBER INC	\$49,319	\$125,312	\$62,963	\$67,308	(\$4,345)	148,202	114,216	50,792
2	625462004 GATES FORMED FIBRE PRODUC	\$46,987	\$123,945	\$65,362	\$67,632	(\$2,270)	129,700	111,758	52,257
3	738362002 GENERAL ELECTRIC CO	\$48,411	\$84,377	\$46,116	\$49,948	(\$3,832)	41,280	59,141	30,542
4	389462005 MORIN BRICK CO %	\$42,714	\$89,474	\$41,296	\$43,318	(\$2,022)	95,787	81,144	31,851
5	876262002 FIBER MATERIALS %	\$14,776	\$25,849	\$12,096	\$13,835	(\$1,739)	9,077	14,461	6,608
6	140462003 FIBER MATERIALS %	\$34,332	\$42,827	\$21,575	\$19,490	\$2,085	34,493	29,960	13,429
7	226362009 NISSEN BAKERY	\$127,050	\$143,338	\$70,340	\$75,884	(\$5,544)	150,000	185,750	90,280
8	715063009 WESTPOINT STEVENS	\$52,036	\$150,807	\$81,650	\$85,733	(\$4,083)	169,767	132,940	65,600
9	737552005 WESTPOINT STEVENS %	\$40,086	\$78,680	\$41,801	\$42,664	(\$863)	74,929	64,742	31,288
10	55572003 PORTSMOUTH NAVAL SHIPYAR	\$654,726	\$1,179,965	\$367,542	\$233,820	\$133,722	660,000	509,829	273,233
11	064462006 BATES COLLEGE	\$15,668	\$10,268	\$1,155	\$7,326	(\$6,171)	26,896	7,369	6,134
12	145462001 PHILIPS FIBRE CORP	\$41,393	\$79,259	\$40,063	\$43,655	(\$3,592)	85,300	65,960	30,250
13	738382004 ST MARY'S HOSPITAL	\$37,376	\$43,187	\$12,770	\$34,523	(\$21,753)	58,675	31,300	70
14	778362002 DINGLEY PRESS	\$42,095	\$95,769	\$48,406	\$50,471	(\$2,065)	82,930	37,200	38,740
15	242562003 MASONITE CORP	\$49,250	\$122,703	\$112,712	\$107,716	\$4,996	147,659	205,288	91,786
16	131262008 MAIRER MEDICAL CENTER	\$152,295	\$152,295	\$39,183	\$77,755	(\$38,572)	8,796	155,619	38,960
17	669952006 BARBER FOODS	\$0	\$0	\$33,077	\$0	\$33,077	0	25,694	25,694
18	438262009 NATIONAL SEMICONDUCTOR	\$0	\$0	\$1,962	\$0	\$1,962	0	1,747	1,747
19	775263004 NATIONAL SEMICONDUCTOR	\$0	\$0	\$10,373	\$0	\$10,373	0	5,990	5,990
20	891362005 FAIRCHILD SEMICONDUCTOR	\$88,589	\$168,271	\$95,237	\$97,629	(\$2,392)	80,251	124,252	66,387
21	736362008 SPENCER PRESS %	\$70,803	\$136,270	\$72,555	\$65,964	\$6,591	62,999	104,910	46,280
22	451362004 BLUE ROCK INDUSTRIES	\$24,659	\$6,899	\$1,658	\$3,083	(\$1,425)	48,649	386	1,344
23	475362001 IDEXX CORP	\$39,105	\$64,962	\$32,608	\$34,307	(\$1,699)	67,143	50,756	3,429
Total Key Accounts		\$1,533,934	\$3,012,457	\$1,301,000	\$1,222,061	\$78,939	2,190,474	2,135,754	987,511
Total BSC/NU Firm Customers		\$7,927,079	\$11,042,482	\$5,893,580	\$5,567,221	\$326,359	21,503,159	10,966,479	4,539,593
						6%			3%

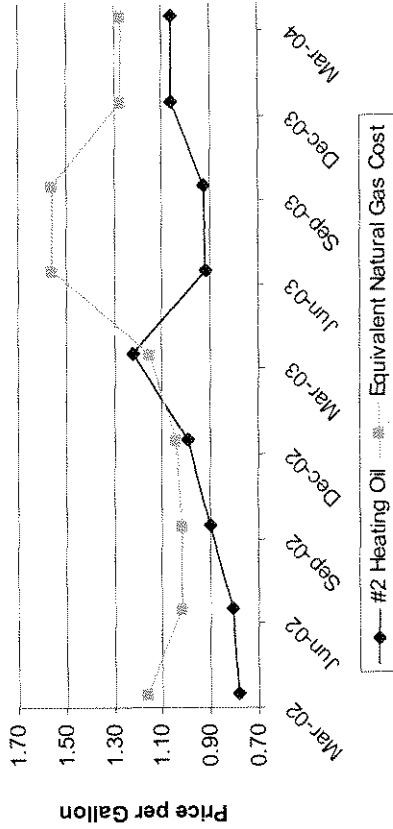


Key Indicators

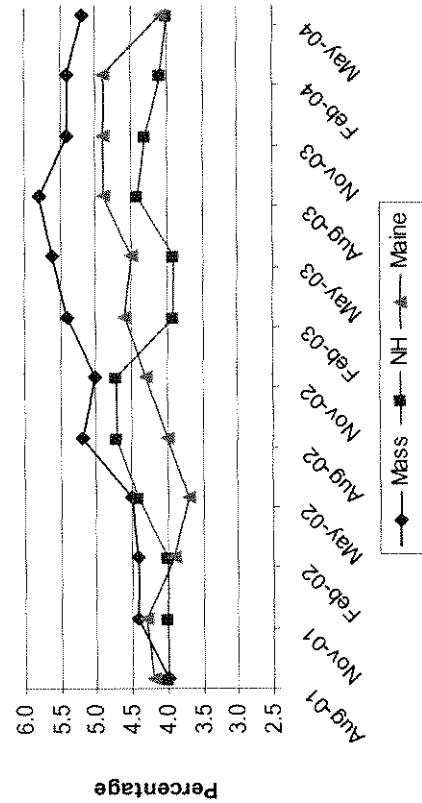
Residential Oil Cost Comparison



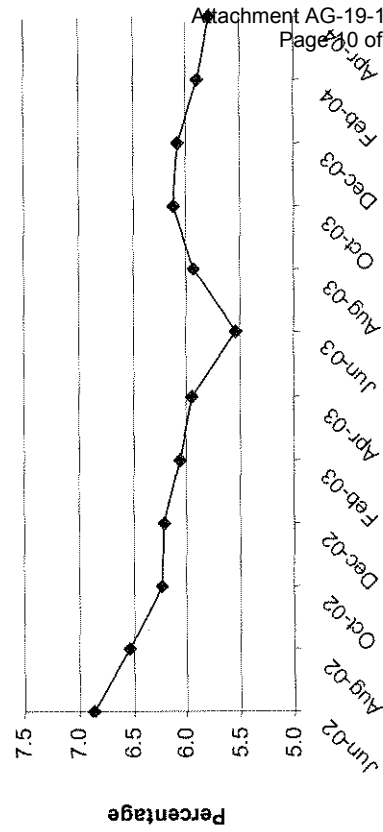
Commercial Oil Cost Comparison



Unemployment Rates



National Mortgage Rates 30 Year Fixed Rate





EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: May 31, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	May Actuals	May Plan	Fav/(Unfav)	May Actuals	May Plan	Fav/(Unfav)	FY 5 & 7	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	185.5	204.0	(18.5)	870.1	1,153.6	(283.5)	2,936.4	3,219.9	(283.5)
Gross Profit (Loss)	99.0	99.8	(0.8)	457.0	575.1	(118.1)	1,497.1	1,615.2	(118.1)
Gross Profit Percentage	53.4%	48.9%		52.5%	49.9%		51.0%	50.2%	
REPAIR WORK									
Revenue	53.3	74.9	(21.6)	749.0	1,040.7	(291.7)	1,934.7	2,226.4	(291.7)
Gross Profit (Loss)	5.6	30.0	(24.4)	357.1	445.5	(88.4)	846.0	934.4	(88.4)
Gross Profit Percentage	10.5%	40.0%		47.7%	42.8%		43.7%	42.0%	
ANNUAL INSPECTIONS									
Revenue	122.0	84.8	37.2	196.7	134.8	61.9	766.6	704.7	61.9
Gross Profit (Loss)	57.4	43.0	14.4	75.8	68.0	7.8	359.9	352.2	7.8
Gross Profit Percentage	47.0%	50.7%		38.5%	50.5%		47.0%	50.0%	
GUARDIAN CARE									
Revenue	396.6	307.7	88.9	2,161.7	2,033.6	128.1	6,014.1	5,886.0	128.1
Gross Profit (Loss)	263.8	227.3	36.5	1,214.8	1,266.6	(51.8)	4,265.1	4,316.9	(51.8)
Gross Profit Percentage	66.5%	73.9%		56.2%	62.3%		70.9%	73.3%	
RENTALS									
Revenue	660.7	674.7	(14.0)	3,335.9	3,385.0	(49.1)	8,026.9	8,076.0	(49.1)
Gross Profit (Loss)	639.2	654.0	(14.8)	3,170.0	3,223.1	(53.1)	7,654.7	7,707.8	(53.1)
Gross Profit Percentage	96.7%	96.9%		95.0%	95.2%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,418.1	1,346.0	72.1	7,313.4	7,747.6	(434.2)	19,678.8	20,113.0	(434.2)
Gross Profit (Loss)	1,065.0	1,054.1	10.9	5,274.7	5,578.4	(303.7)	14,622.8	14,926.5	(303.7)
Gross Profit Percentage	75.1%	78.3%		72.1%	72.0%		74.3%	74.2%	
Lease/Dep Exp (WH)	124.1	120.1	(4.0)	603.4	600.4	(3.0)	1,377.3	1,374.3	(3.0)
Lease/Dep Exp (CB)	45.5	44.7	(0.8)	226.7	223.6	(3.1)	539.6	536.5	(3.1)
Advertising	41.9	19.4	(22.5)	103.1	63.4	(39.7)	317.2	277.5	(39.7)
Corporate Services	49.9	30.8	(19.1)	167.9	166.2	(1.7)	389.7	387.8	(1.7)
Central Supervision/Admin	22.5	24.2	1.7	121.7	139.1	17.4	315.3	332.7	17.4
Bad debt expense	48.0	47.1	(0.9)	281.7	271.2	(10.5)	714.5	704.0	(10.5)
Direct Fringes	134.2	104.1	(30.1)	724.1	766.4	42.3	1,762.3	1,804.9	42.6
Overheads	243.1	224.3	(18.8)	1,233.9	1,368.6	134.7	3,185.1	3,319.7	134.6
EBIT	355.8	439.4	(83.5)	1,812.2	1,979.6	(167.4)	6,021.8	6,189.2	(167.4)
EBIT %age of Revenues	25.1%	32.6%		24.8%	25.6%		30.6%	30.8%	

Bay State Gas Company

Each month's data is subject to audit.



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heldenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Scituate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				



Competitive Sales and Retail Services Report

**July
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

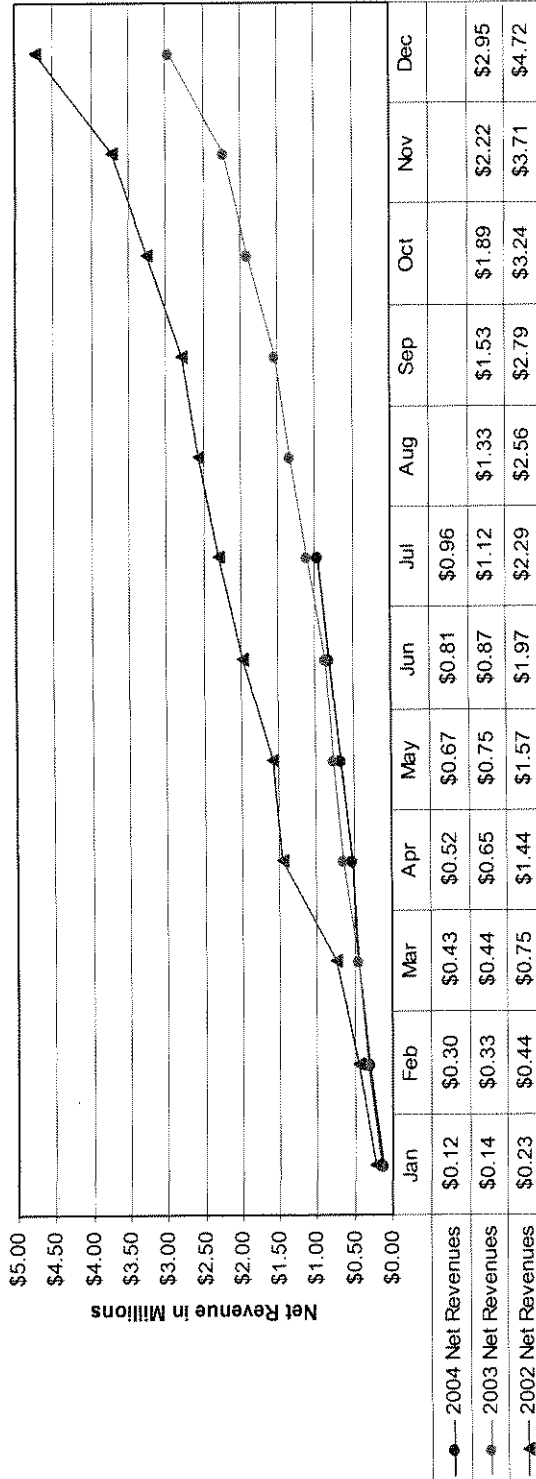
Activity and Highlights

- The four Field Sales positions were filled in July. The new representatives went through training in the first two weeks of August.
- Year to date Booked Net Revenues continue to follow the same trend as 2003. \$962,014 has been booked through July.
- The report this month includes a new page which also shows the Booked Net Revenue less the Weighted Average Cost of Growth Capital.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



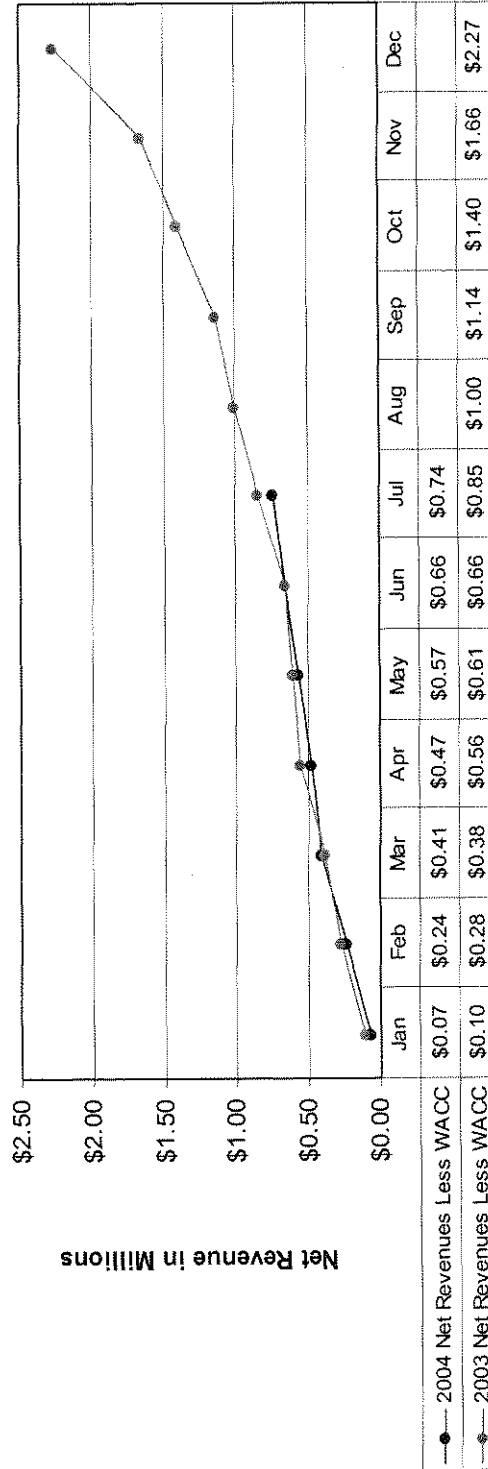
BSG/NU 2004 Bookings

2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
Jan 32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
Feb 94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
Mar 136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,469
Apr 160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,237
May 206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,009
Jun 250,915	\$814,070	270,355	\$874,321	(19,440)	(\$60,251)	1,884,311	\$1,974,520
Jul 290,860	\$962,014	352,423	\$1,118,632	(61,563)	(\$156,618)	2,025,647	\$2,290,595
		415,029	\$1,325,998			2,134,855	\$2,563,138
		472,692	\$1,533,891			2,207,586	\$2,786,331
		573,689	\$1,886,857			2,349,031	\$3,239,891
		693,463	\$2,224,748			2,538,185	\$3,712,735
		1,021,113	\$2,953,616			2,914,843	\$4,722,081



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues Less Weighted Average Cost of Capital



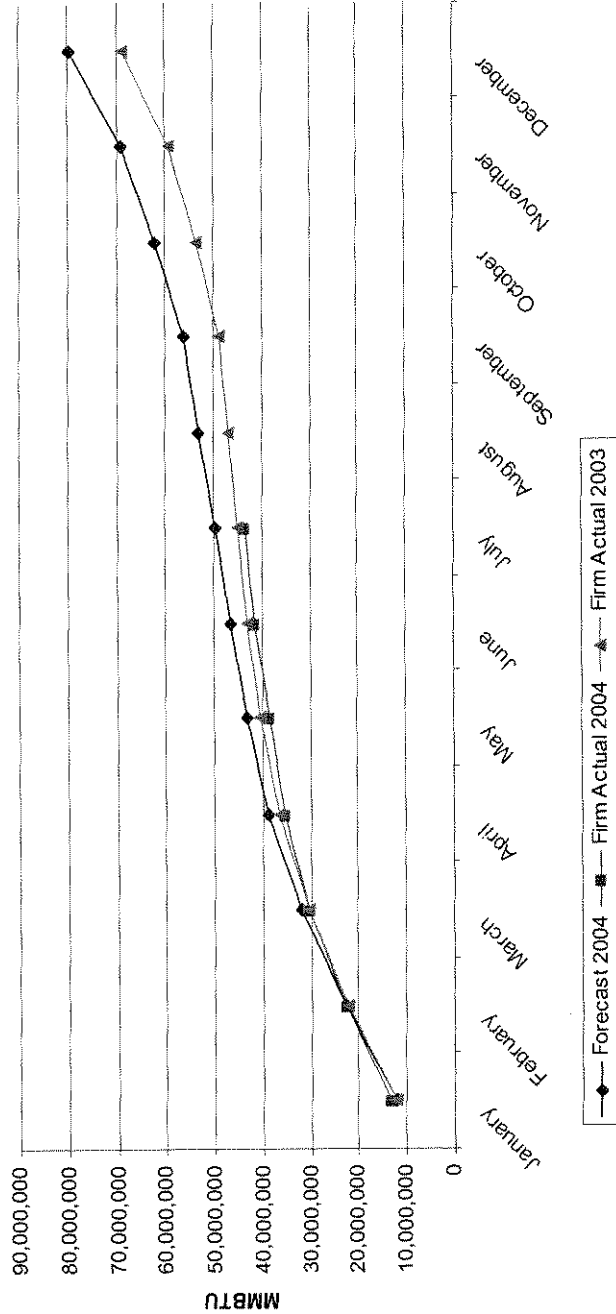
BSG/NU 2004 Bookings

2004 YTD Actuals				2003 YTD Actuals				Variance			
YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	
Jan	\$118,856	\$582,667	\$68,747	\$144,933	\$478,538	\$103,779		(\$26,077)	\$104,129	(\$35,032)	
Feb	\$302,345	\$781,857	\$235,106	\$328,978	\$524,648	\$283,859		(\$26,633)	\$257,209	(\$48,753)	
Mar	\$433,931	\$251,416	\$412,310	\$444,563	\$693,775	\$384,898		(\$10,631)	(\$442,359)	\$27,412	
Apr	\$520,823	\$587,850	\$470,268	\$651,308	\$1,102,097	\$556,528		(\$130,485)	(\$514,247)	(\$86,268)	
May	\$670,871	\$1,134,870	\$573,272	\$752,130	\$1,694,102	\$606,437		(\$81,259)	(\$559,232)	(\$33,165)	
Jun	\$814,070	\$1,837,439	\$656,050	\$874,321	\$2,441,495	\$664,352		(\$60,251)	(\$604,056)	(\$8,302)	
Jul	\$962,014	\$2,540,471	\$743,534	\$1,118,632	\$3,160,871	\$846,797		(\$156,618)	(\$620,400)	(\$103,268)	
Aug				\$1,325,998	\$3,787,141	\$1,000,304					
Sep				\$1,533,891	\$4,595,145	\$1,138,709					
Oct				\$1,886,857	\$5,642,802	\$1,401,576					
Nov				\$2,224,748	\$6,576,409	\$1,659,177					
Dec				\$2,953,616	\$7,985,302	\$2,266,880					



Year-to-Date Sendout

BSG/NU YTD Sendout



BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	43,657,035	45,965,196	50,184,697	56,482,189	65,805,844
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,805,844
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.9%	0.3%	1.1%	1.4%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,719,214
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.8%	-15.1%	-15.1%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	46,878,648	49,045,411	53,381,159	59,432,948	68,805,844
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,805,844
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-3.2%	-100.0%	-100.0%	-100.0%	-100.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.

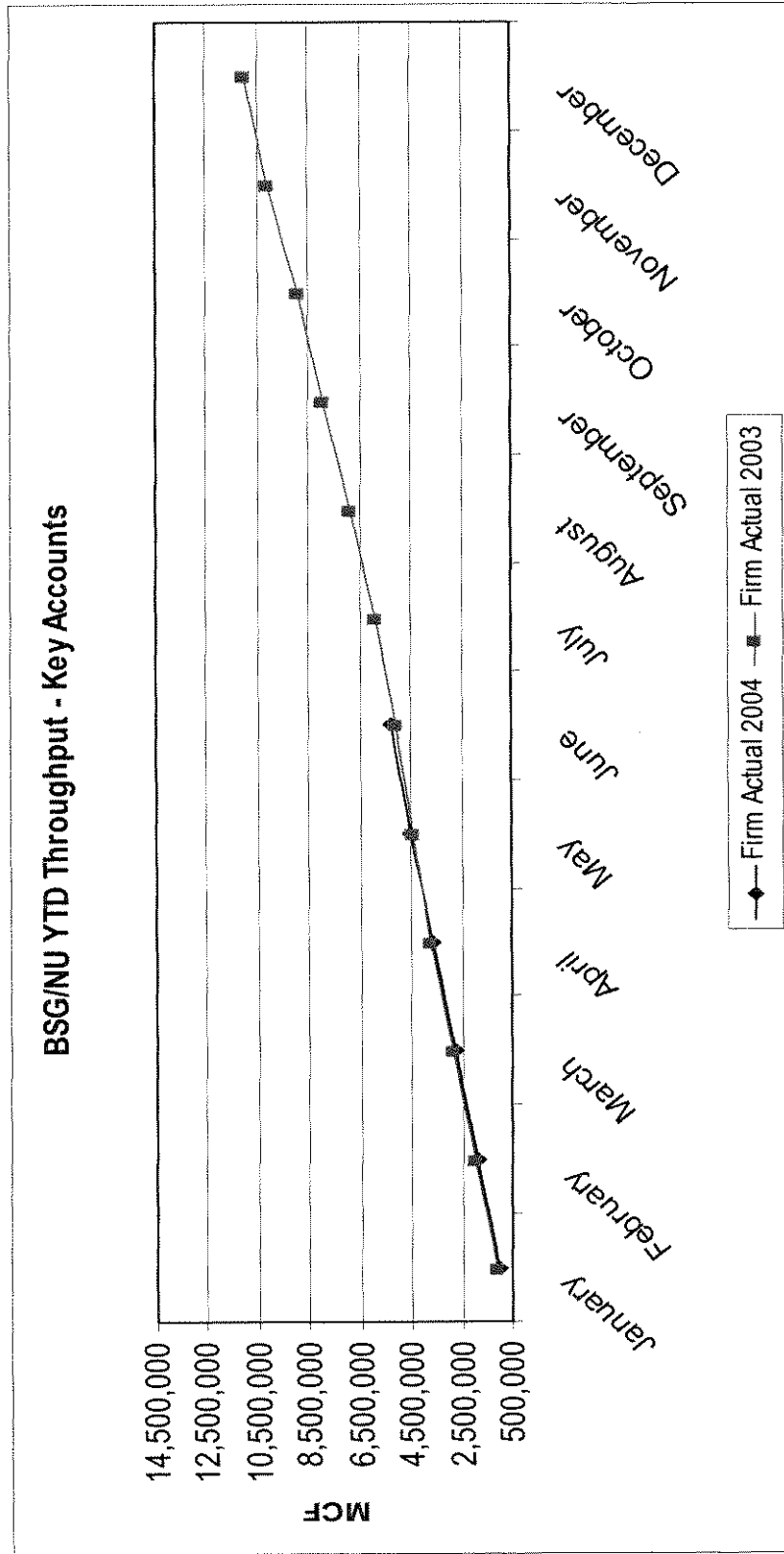


Year-to-date Sendout by Location

	January	February	March	April	May	June	July	August	Sept	October	November	December
BSG/NU												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	1.1%	1.4%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,185,850	15,815,315	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	0.1%	0.4%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	0.0%	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,226	13,900,601	14,860,556	15,611,143	16,240,607	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-3.3%	-3.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,419,067	10,946,991	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-0.4%	-0.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,984	15,365,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-39.0%	-42.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,777,983	11,305,907	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-6.4%	-5.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	6,137,922	6,484,806	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	4.5%	4.7%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,305,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	6.8%	6.4%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,279,360	6,626,244	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-1.8%	-1.2%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,062	4,033,324	4,309,070	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,653,501
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	6.4%	6.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,868,081
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	3.2%	2.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,185,470	4,461,216	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,036,098
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-0.2%	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,343,666	4,667,870	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,698,417
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.9%	-0.7%	-0.4%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-2.0%	-2.8%	-2.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,472,212	4,796,416	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-3.7%	-3.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%



Key Account Throughput



BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
Firm Actual 2004	994,931	1,867,964	2,787,997	3,633,693	4,539,593	5,320,963	5,858,038	6,891,389	7,981,129	8,956,875	10,117,510	10,986,479
Firm Actual 2003	1,063,283	1,991,308	2,897,694	3,715,106	4,398,199	5,059,983	5,858,038	6,891,389	7,981,129	8,956,875	10,117,510	10,986,479

% Variance

-6%

-6%

-4%

-2%

3%

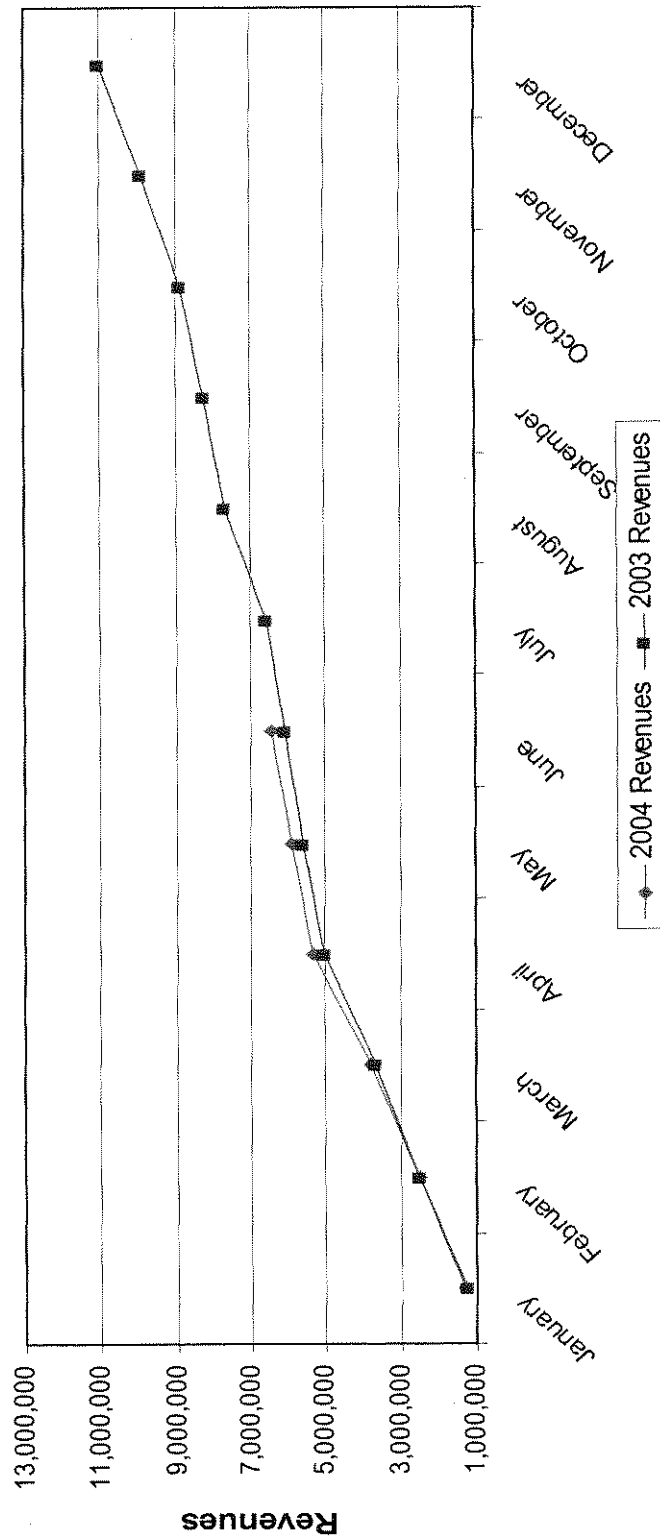
5%

5%



Key Account Revenues

BSG/NU YTD Key Account Gas Revenues



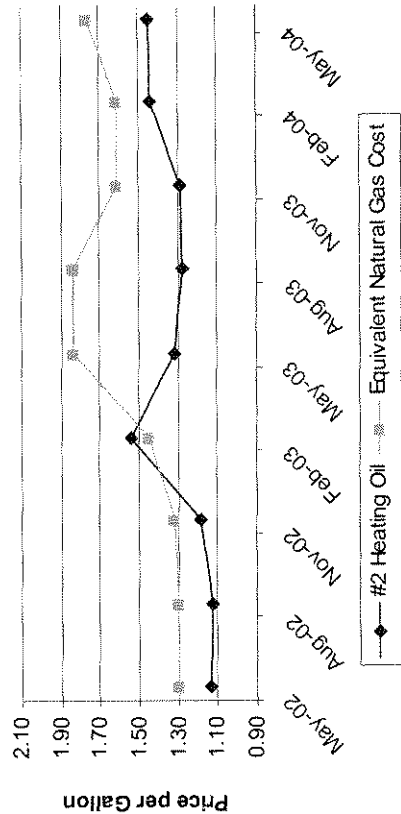
BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,300,065	2,466,560	3,780,612	5,324,287	5,893,580	6,430,074	6,595,286	7,677,007	8,215,468	8,859,106	9,897,306	11,046,622
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,595,286	7,677,007	8,215,468	8,859,106	9,897,306	11,046,622
% Variance	7%	0%	4%	6%	6%	6%	6%	6%	6%	6%	6%	6%

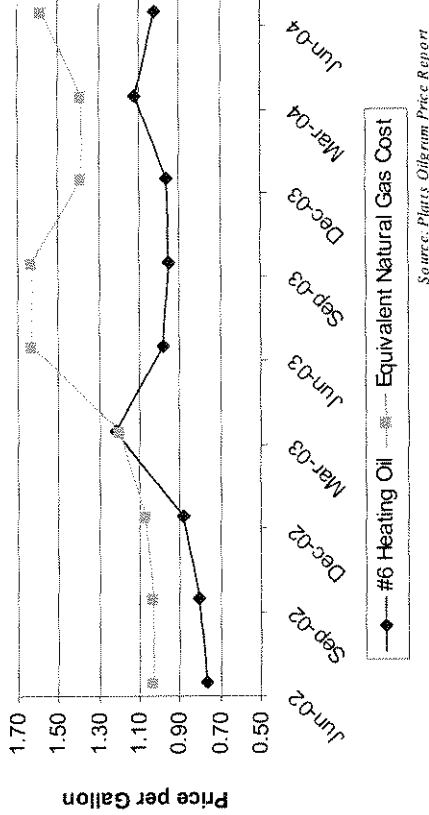


Key Indicators

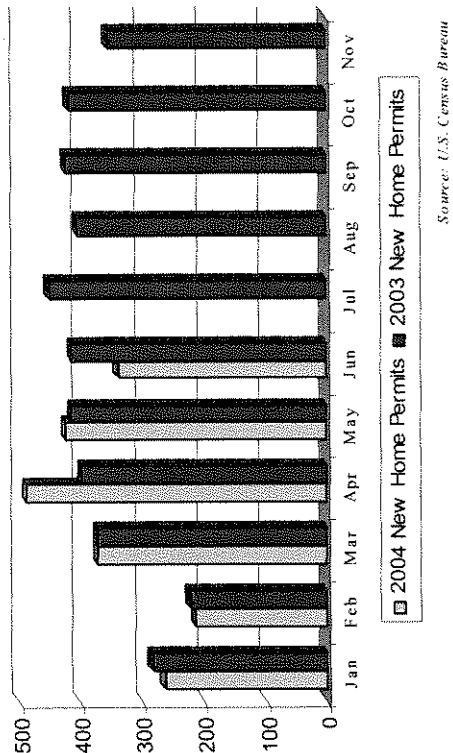
Residential Oil Cost Comparison



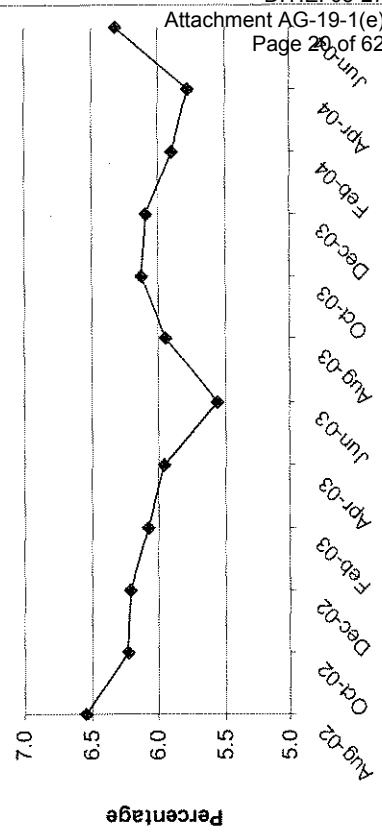
Industrial Oil Cost Comparison



Housing Permits Issued in BSG/NU Territory



National Mortgage Rates 30 Year Fixed Rate





EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: July 31, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	July Actuals	July Plan	Fav/(Unfav)	July Actuals	July Plan	Fav/(Unfav)	FY 7 & 5	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	227.0	179.0	48.0	1,298.9	1,473.2	(174.3)	3,045.6	3,219.9	(174.3)
Gross Profit (Loss)	127.4	87.9	39.5	709.9	732.2	(22.3)	1,592.9	1,615.2	(22.3)
Gross Profit Percentage	56.1%	49.1%		54.7%	49.7%		52.3%	50.2%	
REPAIR WORK									
Revenue	29.7	32.9	(3.2)	814.0	1,109.9	(295.9)	1,930.5	2,226.4	(295.9)
Gross Profit (Loss)	(3.0)	11.8	(14.8)	383.2	469.8	(86.6)	847.8	934.4	(86.6)
Gross Profit Percentage	-10.1%	35.7%		47.1%	42.3%		43.9%	42.0%	
ANNUAL INSPECTIONS									
Revenue	201.3	137.3	64.0	646.8	434.4	212.4	917.1	704.7	212.4
Gross Profit (Loss)	65.0	68.4	(3.4)	282.4	217.1	65.3	417.5	352.2	65.3
Gross Profit Percentage	32.3%	49.8%		43.7%	50.0%		45.5%	50.0%	
GUARDIAN CARE									
Revenue	392.0	456.9	(64.9)	2,901.1	2,883.5	17.6	5,903.6	5,886.0	17.6
Gross Profit (Loss)	329.6	409.4	(79.8)	1,878.6	2,006.7	(128.1)	4,188.8	4,316.9	(128.1)
Gross Profit Percentage	84.1%	89.6%		64.8%	69.6%		71.0%	73.3%	
RENTALS									
Revenue	666.3	672.4	(6.1)	4,674.4	4,730.9	(56.5)	8,019.5	8,076.0	(56.5)
Gross Profit (Loss)	639.5	655.3	(15.8)	4,474.5	4,535.3	(60.8)	7,647.0	7,707.8	(60.8)
Gross Profit Percentage	96.0%	97.5%		95.7%	95.9%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,516.3	1,478.6	37.7	10,335.2	10,631.9	(296.7)	19,816.3	20,113.0	(296.7)
Gross Profit (Loss)	1,158.5	1,232.7	(74.2)	7,728.6	7,961.1	(232.5)	14,694.0	14,926.5	(232.5)
Gross Profit Percentage	76.4%	83.4%		74.8%	74.9%		74.2%	74.2%	
Lease/Dep Exp (WH)	120.3	120.1	(0.2)	849.0	840.5	(8.5)	1,382.8	1,374.3	8.5
Lease/Dep Exp (CB)	43.6	44.7	1.1	315.7	312.9	(2.8)	539.3	536.5	2.8
Advertising	38.5	54.4	15.9	144.3	154.6	10.3	267.2	277.5	10.3
Corporate Services	41.4	33.8	(7.6)	198.7	231.5	32.8	355.1	387.8	32.7
Central Supervision/Admin	25.1	31.2	6.1	167.8	196.1	28.3	304.4	332.7	28.3
Bad debt expense	49.8	51.7	1.9	492.8	372.1	(120.7)	824.6	704.0	(120.6)
Direct Fringes	135.8	96.7	(39.1)	945.5	967.9	22.4	1,782.4	1,804.9	22.5
Overheads	369.4	247.5	(121.9)	1,884.2	1,856.2	(28.0)	3,347.7	3,319.7	(28.0)
EBIT	334.6	552.6	(218.0)	2,730.6	3,029.3	(298.7)	5,890.4	6,189.2	(298.7)
EBIT %age of Revenues	22.1%	37.4%		26.4%	28.5%		29.7%	30.8%	



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heldenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Situate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				



Competitive Sales and Retail Services Report

**August
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

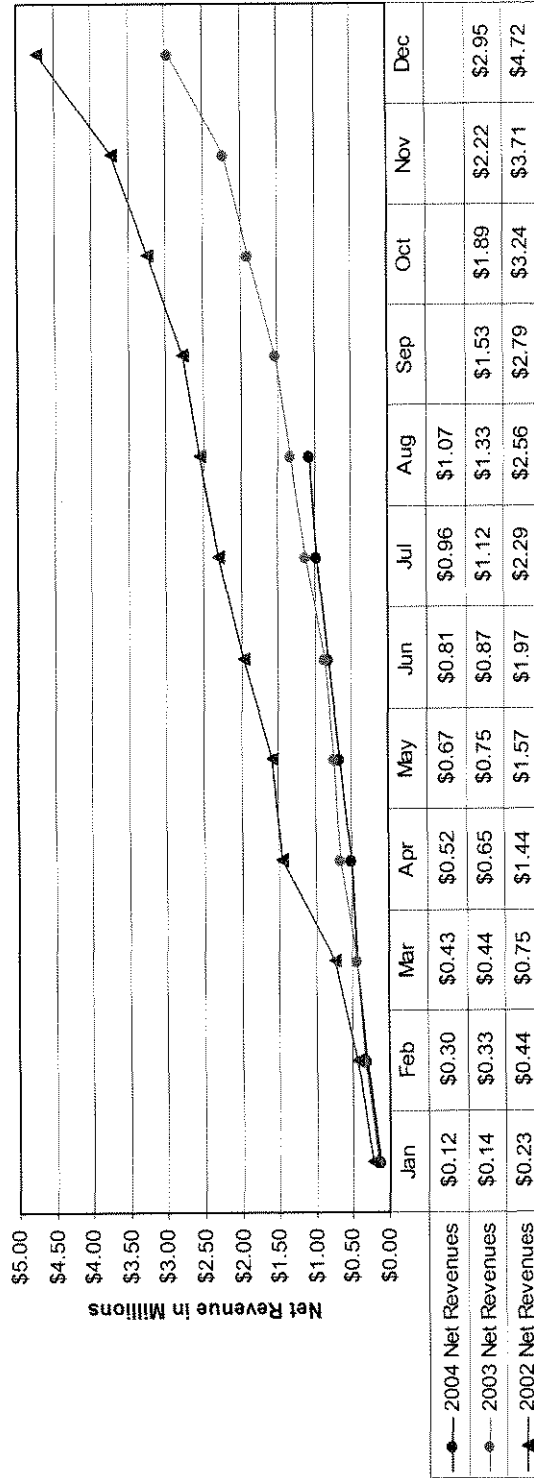
Activity and Highlights

- As expected, YTD Booked Net Revenues and YTD Booked Net Revenues less the Weighted Average Cost of Capital continue to decline compared to previous years. Through August, we have booked \$1,066,911 in net revenues in 2004 compared to \$1,325,998 in 2003 and \$2,563,138 in 2002.
- Some early results of the Sales effort are signed contracts for two conversions; Hannaford Brothers Supermarket in South Portland Maine, with expected annual net revenues of \$11,000 and Garrison School in Dover, NH, with expected net revenues of \$5,209.
- Northeast Retail Services EBIT was \$42,700 favorable for the month of August, reducing our year to date negative variance to \$254,600. The improvement is primarily as a result of increased Heating Installations and improved Guardian Care performance.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



BSG/NU 2004 Bookings

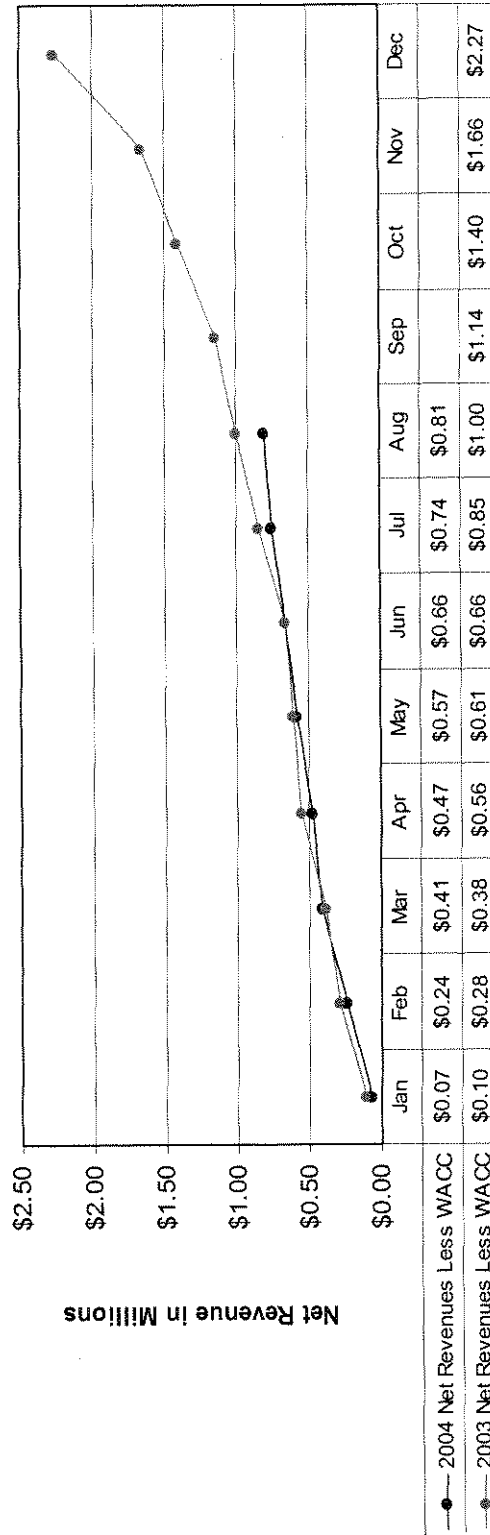
2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,469
160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,237
206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,009
250,915	\$814,070	270,355	\$874,321	(19,440)	(\$60,251)	1,884,311	\$1,974,520
290,860	\$962,014	352,423	\$1,118,632	(61,563)	(\$156,618)	2,025,647	\$2,290,595
317,956	\$1,066,911	415,029	\$1,325,998	(97,073)	(\$259,087)	2,134,855	\$2,563,138
		472,692	\$1,533,891			2,207,586	\$2,786,331
		573,689	\$1,886,857			2,349,031	\$3,239,891
		693,463	\$2,224,748			2,538,185	\$3,712,735
		1,021,113	\$2,953,616			2,914,843	\$4,722,081

Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues Less Weighted Average Cost of Capital



BSG/NU 2004 Bookings

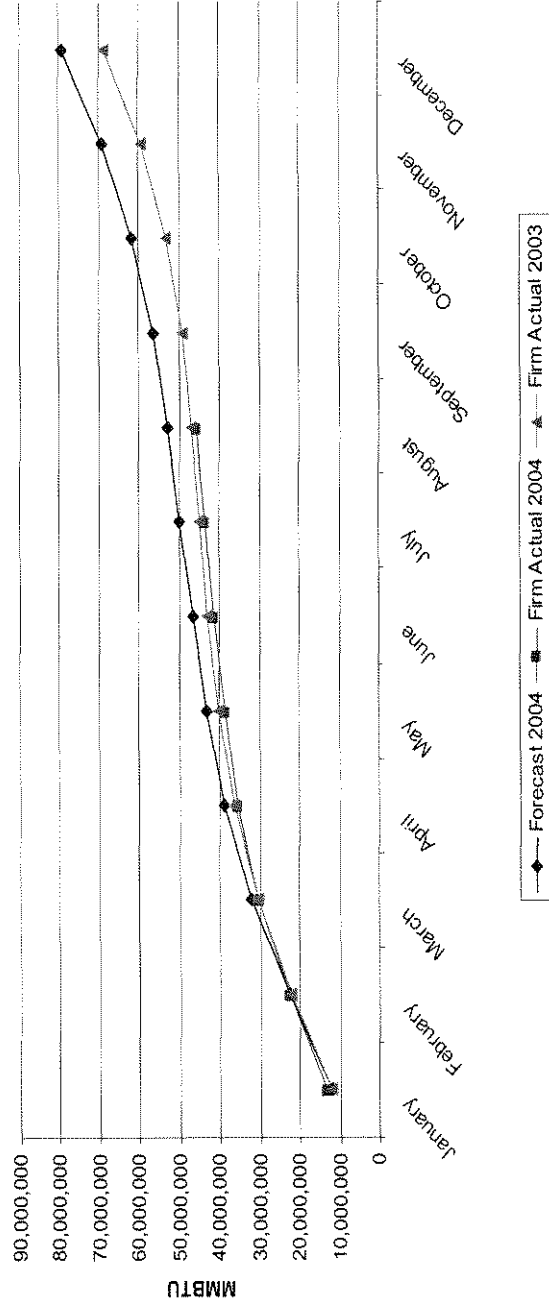
2004 YTD Actuals				2003 YTD Actuals				Variance			
YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	
\$118,856	\$582,667	\$68,747		\$144,933	\$478,538	\$103,779		(\$26,077)	\$104,129	(\$35,032)	
\$302,345	\$781,857	\$235,106		\$328,978	\$524,648	\$283,859		(\$26,633)	\$257,209	(\$48,758)	
\$433,931	\$251,416	\$412,310		\$444,563	\$693,775	\$384,898		(\$10,631)	(\$442,359)	\$27,432	
\$520,823	\$587,850	\$470,268		\$651,308	\$1,102,097	\$556,528		(\$130,485)	(\$514,247)	(\$86,260)	
\$670,871	\$1,134,870	\$573,272		\$752,130	\$1,694,102	\$606,437		(\$81,259)	(\$559,232)	(\$33,185)	
\$814,070	\$1,837,439	\$656,050		\$874,321	\$2,441,495	\$664,352		(\$60,251)	(\$604,056)	(\$8,392)	
\$962,014	\$2,540,471	\$743,534		\$1,118,632	\$3,160,871	\$846,797		(\$156,618)	(\$620,400)	(\$103,263)	
\$1,066,911	\$3,016,118	\$807,525		\$1,325,998	\$3,787,141	\$1,000,304		(\$259,087)	(\$771,023)	(\$192,779)	
		\$0		\$1,533,891	\$4,595,145	\$1,138,709					
		\$0		\$1,886,857	\$5,642,802	\$1,401,576					
		\$0		\$2,224,748	\$6,576,409	\$1,659,177					
		\$0		\$2,953,616	\$7,985,302	\$2,266,880					

Jan
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Jul
Aug
Sep
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Nov
Dec



Year-to-Date Sendout

BSG/NU YTD Sendout



BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	45,965,196	50,184,697	56,482,189	65,800,000
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,800,000
% of Weather Normal Growth	0.9%	2.6%	1.7%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,810,000
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	49,045,411	53,381,159	59,432,948	68,800,000
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,800,000
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-100.0%	-100.0%	-100.0%	-100.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.



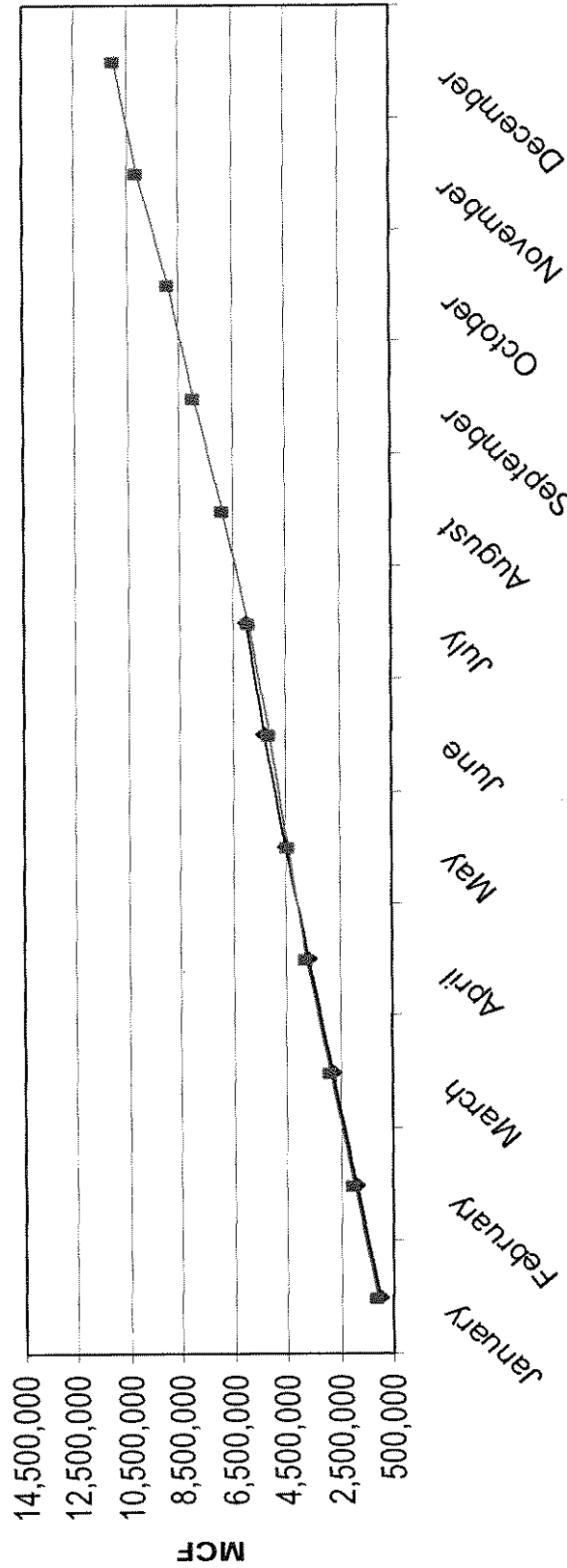
Year-to-date Sendout by Location

	January	February	March	April	May	June	July	August	Sept	October	November	December
BSG/NU												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	45,965,196	50,184,697	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-100.0%	-100.0%	-100.0%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,185,850	15,815,315	16,449,231	17,054,023	18,496,909	20,828,220	24,434,595
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	0.1%	0.4%	0.6%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	0.0%	0.0%	0.1%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,226	13,900,601	14,860,556	15,611,143	16,240,607	16,874,524	17,975,187	19,448,403	21,680,067	25,200,256
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	-100.0%	-100.0%	-100.0%	-100.0%
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-3.3%	-3.0%	-2.6%	-100.0%	-100.0%	-100.0%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,419,067	10,946,991	11,501,181	12,023,359	13,153,047	14,761,701	17,161,044
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-0.4%	-0.5%	0.4%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,884	15,365,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-39.0%	-42.0%	-44.3%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,777,983	11,305,907	11,860,097	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-6.4%	-5.9%	-5.2%	-100.0%	-100.0%	-100.0%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	6,137,922	6,484,806	6,852,924	6,912,468	7,570,212	8,566,314	9,993,235
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	4.5%	4.7%	5.1%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,385,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	6.8%	6.4%	6.8%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,279,360	6,626,244	6,994,362	7,037,301	8,058,659	9,012,845	10,390,415
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	-100.0%	-100.0%	-100.0%	-100.0%
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-1.8%	-1.2%	-0.6%	-100.0%	-100.0%	-100.0%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,062	4,033,324	4,309,070	4,589,696	4,603,676	5,063,158	5,730,932	6,653,501
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	6.4%	6.1%	6.1%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,863,061
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	3.2%	2.9%	2.9%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,185,470	4,461,216	4,741,842	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,040,666
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-0.2%	0.0%	0.3%	-100.0%	-100.0%	-100.0%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,343,666	4,667,870	5,003,924	5,371,670	5,901,371	6,595,022	7,567,867
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	-100.0%	-100.0%	-100.0%	-100.0%
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.9%	-0.7%	-0.4%	-0.1%	-100.0%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-3.9%	-2.8%	-2.0%	-0.8%	-100.0%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,472,212	4,796,416	5,132,470	5,621,900	6,151,601	6,832,972	7,784,017
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	-100.0%	-100.0%	-100.0%	-100.0%
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-3.7%	-3.1%	-2.7%	-100.0%	-100.0%	-100.0%	-100.0%



Key Account Throughput

BSG/NU YTD Throughput - Key Accounts



—◆— Firm Actual 2004 —■— Firm Actual 2003

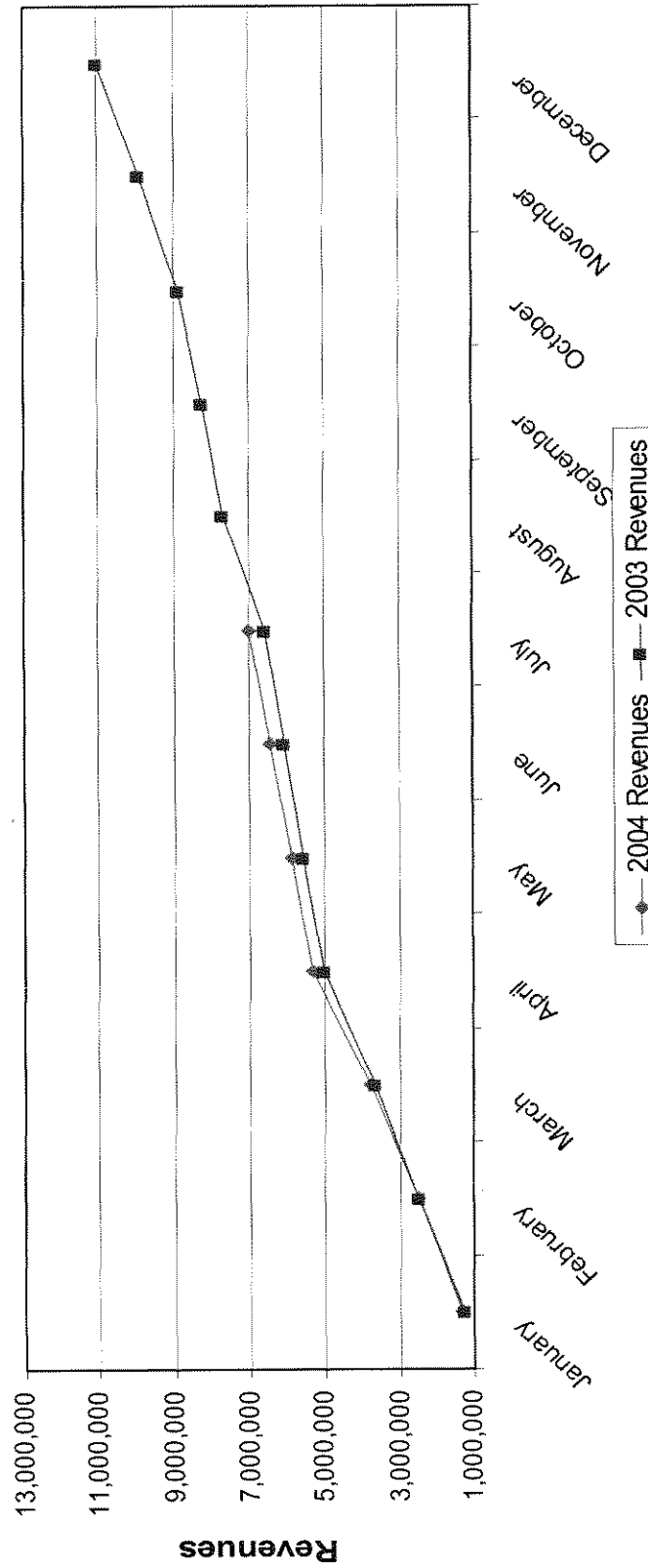
BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
Firm Actual 2004	994,931	1,867,964	2,787,997	3,633,693	4,539,593	5,320,963	6,022,745	6,891,389	7,981,129	8,956,875	10,117,510	10,986,475
Firm Actual 2003	1,063,283	1,991,308	2,897,694	3,715,106	4,398,199	5,059,983	5,858,038	6,891,389	7,981,129	8,956,875	10,117,510	10,986,475
% Variance	-6%	-6%	-4%	-2%	3%	3%	5%	3%	3%	3%	3%	3%



Key Account Revenues

BSG/NU YTD Key Account Gas Revenues



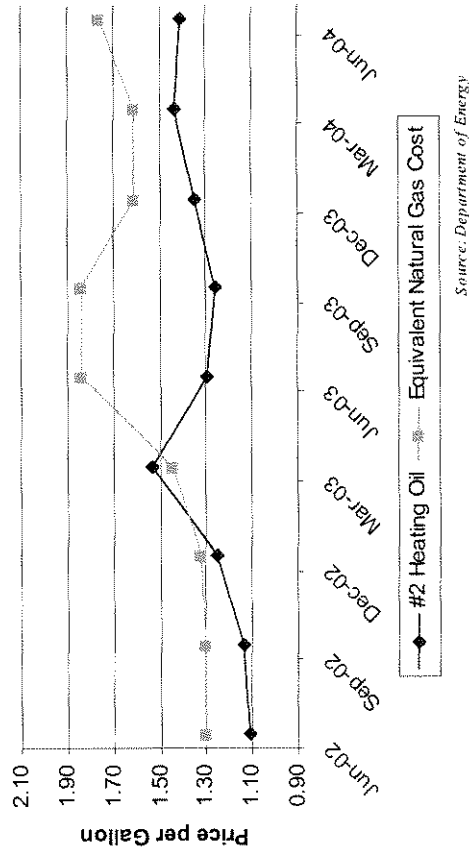
BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,300,065	2,466,560	3,780,612	5,324,287	5,893,580	6,430,074	6,971,669	7,677,007	8,215,468	8,859,106	9,897,306	11,061,111
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,595,286	7,677,007	8,215,468	8,859,106	9,897,306	11,061,111
% Variance	7%	0%	4%	6%	6%	6%	6%	6%	6%	6%	6%	6%

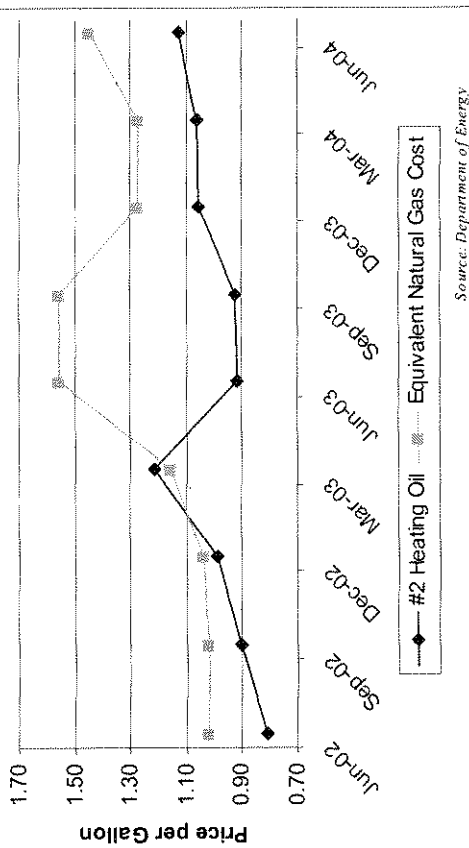


Key Indicators

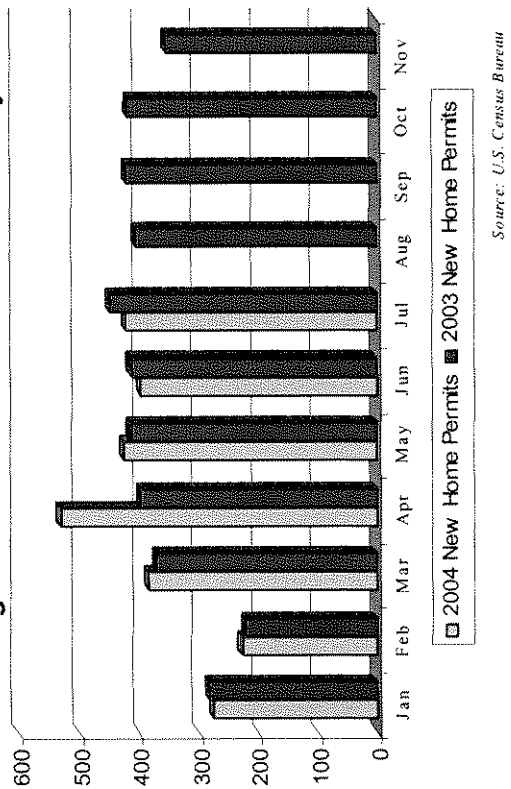
Residential Oil Cost Comparison



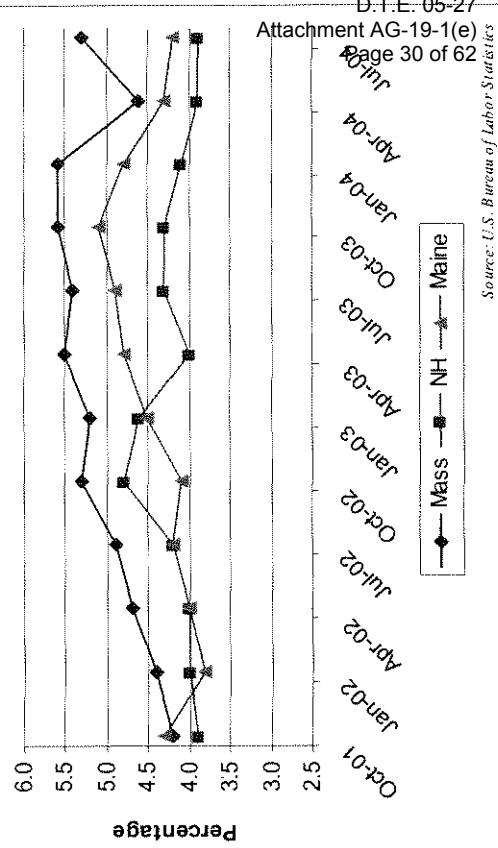
Commercial Oil Cost Comparison



Housing Permits Issued in BSG/NU Territory



Unemployment Rates





EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: August 31, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	August Actuals	August Plan	Fav/(Unfav)	August Actuals	August Plan	Fav/(Unfav)	FY 8 & 4	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	336.5	266.4	70.1	1,635.2	1,739.6	(104.4)	3,115.5	3,219.9	(104.4)
Gross Profit (Loss)	179.0	131.4	47.6	888.6	863.6	25.0	1,640.2	1,615.2	25.0
Gross Profit Percentage	53.2%	49.3%		54.3%	49.6%		52.6%	50.2%	
REPAIR WORK									
Revenue	43.0	51.4	(8.4)	856.6	1,161.3	(304.7)	1,921.7	2,226.4	(304.7)
Gross Profit (Loss)	21.6	20.5	1.1	404.3	490.4	(86.1)	848.4	934.4	(86.1)
Gross Profit Percentage	50.2%	40.0%		47.2%	42.2%		44.1%	42.0%	
ANNUAL INSPECTIONS									
Revenue	141.6	158.6	(17.0)	788.1	593.0	195.1	899.8	704.7	195.1
Gross Profit (Loss)	57.7	79.0	(21.3)	339.7	296.1	43.6	395.8	352.2	43.6
Gross Profit Percentage	40.7%	49.8%		43.1%	49.9%		44.0%	50.0%	
GUARDIAN CARE									
Revenue	526.4	432.1	94.3	3,427.9	3,315.6	112.3	5,998.4	5,886.0	112.3
Gross Profit (Loss)	478.2	391.3	86.9	2,357.7	2,398.1	(40.4)	4,276.6	4,316.9	(40.4)
Gross Profit Percentage	90.8%	90.6%		68.8%	72.3%		71.3%	73.3%	
RENTALS									
Revenue	657.9	671.3	(13.4)	5,332.4	5,402.1	(69.7)	8,006.2	8,076.0	(69.7)
Gross Profit (Loss)	645.1	654.6	(9.5)	5,119.5	5,189.8	(70.3)	7,637.5	7,707.8	(70.3)
Gross Profit Percentage	98.1%	97.5%		96.0%	96.1%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,705.4	1,579.7	125.7	12,040.2	12,211.6	(171.4)	19,941.7	20,113.0	(171.4)
Gross Profit (Loss)	1,381.6	1,276.8	104.8	9,109.8	9,237.9	(128.1)	14,798.5	14,926.5	(128.1)
Gross Profit Percentage	81.0%	80.8%		75.7%	75.6%		74.2%	74.2%	
Lease/Dep Exp (WH)	122.3	120.1	(2.2)	971.4	960.6	(10.8)	1,385.1	1,374.3	(10.8)
Lease/Dep Exp (CB)	43.6	44.7	1.1	359.3	357.7	(1.6)	538.1	536.5	(1.6)
Advertising	17.8	7.0	(10.8)	160.3	161.6	1.2	276.2	277.5	(1.3)
Corporate Services	37.9	30.8	(7.1)	235.4	262.0	26.6	361.1	387.8	(26.7)
Central Supervision/Admin	15.2	28.7	13.5	182.9	224.7	41.8	290.9	332.7	(41.8)
Bad debt expense	83.4	55.3	(28.1)	576.3	427.4	(148.9)	852.9	704.0	(148.9)
Direct Fringes	101.1	109.0	7.9	1,046.5	1,076.9	(30.4)	1,774.4	1,804.9	(30.5)
Overheads	285.7	249.2	(36.5)	2,168.1	2,102.8	(65.3)	3,385.0	3,319.7	(65.3)
EBIT	674.7	632.0	42.7	3,409.5	3,664.2	(254.6)	5,934.7	6,189.2	(254.4)
EBIT %age of Revenues	39.6%	40.0%		28.3%	30.0%		29.8%	30.8%	

Bay State Gas Company



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heldenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Scituate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				



Competitive Sales and Retail Services Report

**September
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

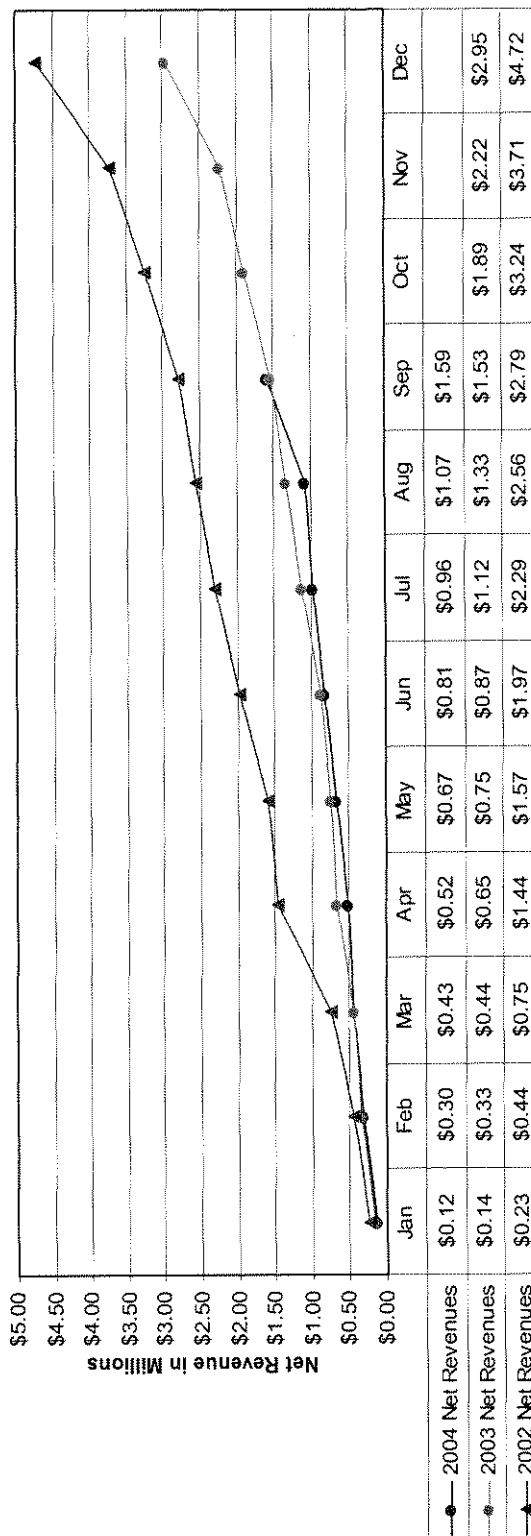
Activity and Highlights

- Retail Services EBIT through September is \$4,608,300, which is \$245,800 ahead of plan. Our current forecast is to exceed \$20,000,000 in revenue, which would be an increase of more than \$1,500,000 from 2003.
- All four featured products (Furnace and Boiler Sales, Annual Inspections, Guardian Care and Rental Water Heaters) are on or ahead of plan.
- Commercial Sales activity continues to ramp up with the new field representatives.
- Year to date booked net revenue is now \$1,589,907. It appears that we may have stopped the ongoing decline in booked net revenue, but we will need to see more than 1 month to determine a trend.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



BSG/NU 2004 Bookings

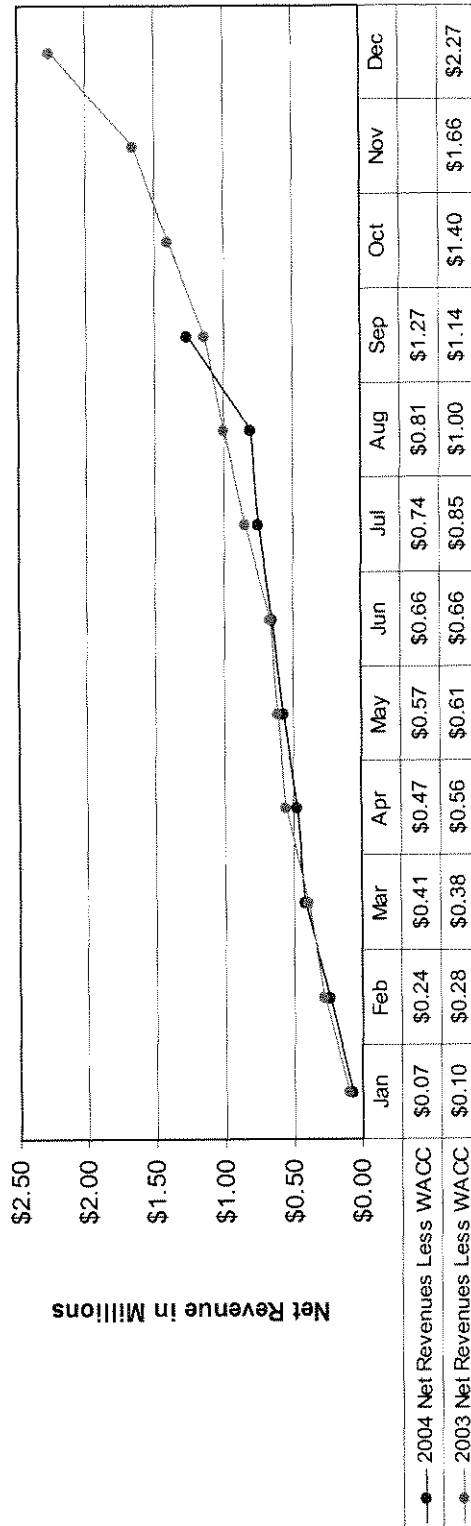
2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,469
160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,237
206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,009
250,915	\$814,070	270,355	\$874,321	(19,440)	(\$60,251)	1,884,311	\$1,974,520
290,860	\$962,014	352,423	\$1,118,632	(61,563)	(\$156,618)	2,025,647	\$2,290,595
317,956	\$1,066,911	415,029	\$1,325,998	(97,073)	(\$259,087)	2,134,855	\$2,563,138
485,545	\$1,589,907	472,692	\$1,533,891	12,853	\$56,016	2,207,586	\$2,786,331
		573,689	\$1,886,857			2,349,031	\$3,239,891
		693,463	\$2,224,748			2,538,185	\$3,712,735
		1,021,113	\$2,953,616			2,914,843	\$4,722,081

Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues Less Weighted Average Cost of Capital

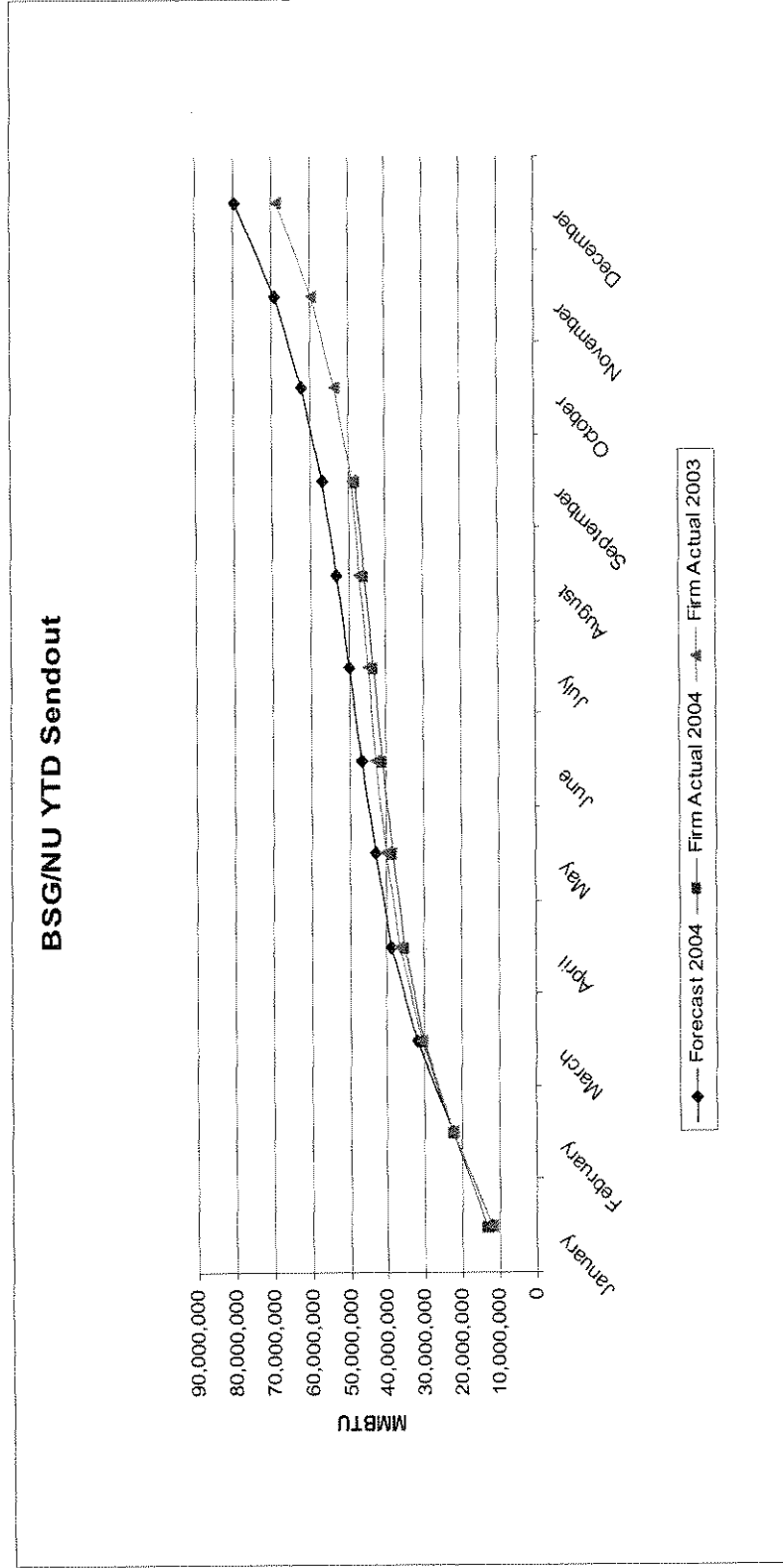


BSG/NU 2004 Bookings

2004 YTD Actuals				2003 YTD Actuals				Variance			
YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	
Jan	\$118,856	\$582,667	\$68,747	\$144,933	\$478,538	\$103,779		(\$26,077)	\$104,129	(\$35,032)	
Feb	\$302,345	\$781,857	\$235,106	\$328,978	\$524,648	\$283,859		(\$26,633)	\$257,209	(\$48,753)	
Mar	\$433,931	\$251,416	\$412,310	\$444,563	\$693,775	\$384,898		(\$10,631)	(\$442,359)	\$27,412	
Apr	\$520,823	\$587,850	\$470,268	\$651,308	\$1,102,097	\$556,528		(\$130,485)	(\$514,247)	(\$86,260)	
May	\$670,871	\$1,134,870	\$573,272	\$752,130	\$1,694,102	\$606,437		(\$81,259)	(\$559,232)	(\$33,165)	
Jun	\$814,070	\$1,837,439	\$656,050	\$874,321	\$2,441,495	\$664,352		(\$60,251)	(\$604,056)	(\$8,302)	
Jul	\$962,014	\$2,540,471	\$743,534	\$1,118,632	\$3,160,871	\$846,797		(\$156,618)	(\$620,400)	(\$103,263)	
Aug	\$1,066,911	\$3,016,118	\$807,525	\$1,325,998	\$3,787,141	\$1,000,304		(\$259,087)	(\$771,023)	(\$192,779)	
Sep	\$1,589,907	\$3,771,354	\$1,265,571	\$1,533,891	\$4,595,145	\$1,138,709		\$56,016	(823,791)	\$126,862	
Oct			\$0	\$1,886,857	\$5,642,802	\$1,401,576					
Nov			\$0	\$2,224,748	\$6,576,409	\$1,659,177					
Dec			\$0	\$2,953,616	\$7,985,302	\$2,266,880					



Year-to-Date Sendout



BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,184,697	56,482,189	65,800,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,800,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	1.6%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,800,000
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104	53,381,159	59,432,948	68,850,000
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,850,000
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-100.0%	-100.0%	-100.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.

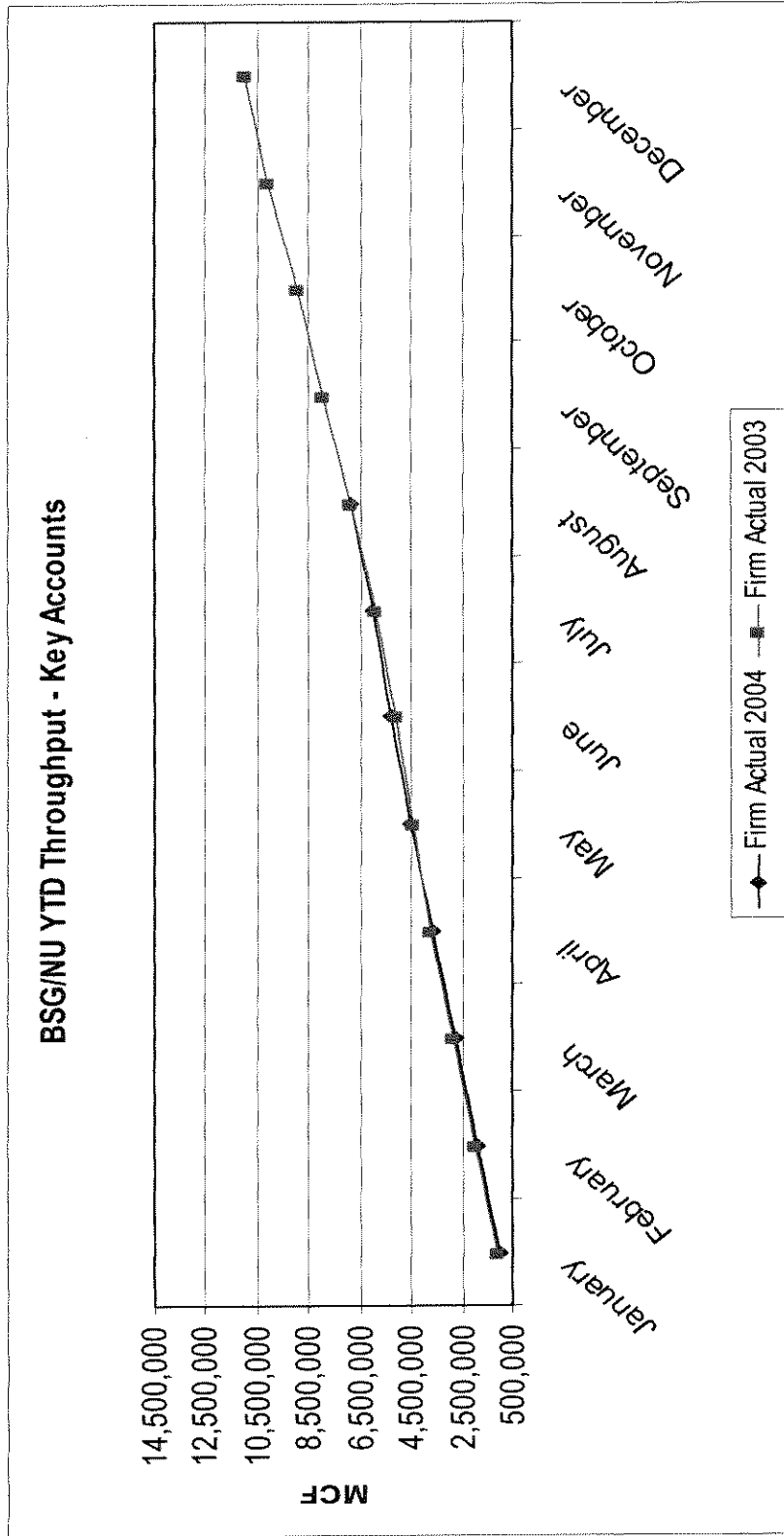


Year-to-date Sendout by Location

	January	February	March	April	May	June	July	August	Sept	October	November	December
BSG/NU												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,184,697	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	1.6%	-100.0%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104			
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-100.0%	-100.0%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,185,850	15,815,315	16,449,231	17,171,882	18,496,909	20,828,220	24,434,595
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	0.1%	0.4%	0.6%	0.7%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	0.0%	0.0%	0.1%	0.4%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,226	13,900,601	14,860,556	15,611,143	16,240,607	16,874,524	17,561,634			
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-3.3%	-3.0%	-2.6%	-2.3%	-100.0%	-100.0%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,419,067	10,946,991	11,501,181	12,077,914	13,153,047	14,761,701	17,161,044
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-0.4%	-0.1%	0.4%	0.5%	-100.0%	-100.0%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,884	15,385,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-39.0%	-42.0%	-44.3%	-46.2%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,777,983	11,305,907	11,860,097	12,422,461			
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-6.4%	-5.9%	-5.2%	-4.8%	-100.0%	-100.0%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	6,137,922	6,484,806	6,852,924	7,224,272	7,570,212	8,566,314	9,993,235
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	4.5%	4.7%	5.1%	4.5%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,385,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	6.8%	6.4%	6.8%	7.5%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,279,360	6,626,244	6,994,362	7,361,392			
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-1.8%	-1.2%	-0.6%	-0.5%	-100.0%	-100.0%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,062	4,033,324	4,309,070	4,589,696	4,885,457	5,063,158	5,730,932	6,653,501
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,653,501
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	6.4%	6.1%	6.1%	6.1%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,865,081
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	3.2%	2.9%	2.9%	1.9%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,185,470	4,461,216	4,741,842	5,034,587			
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,052,856
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-0.2%	0.0%	0.3%	0.7%	-100.0%	-100.0%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,343,666	4,667,870	5,003,924	5,361,888	5,901,371	6,595,022	7,652,809
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,652,809
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.3%	-0.7%	-0.4%	-0.1%	-0.2%	-100.0%	-100.0%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-3.9%	-2.8%	-2.0%	-0.8%	-0.2%	-100.0%	-100.0%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,472,212	4,796,416	5,132,470	5,483,030			
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-3.7%	-3.1%	-2.7%	-2.5%	-100.0%	-100.0%	-100.0%



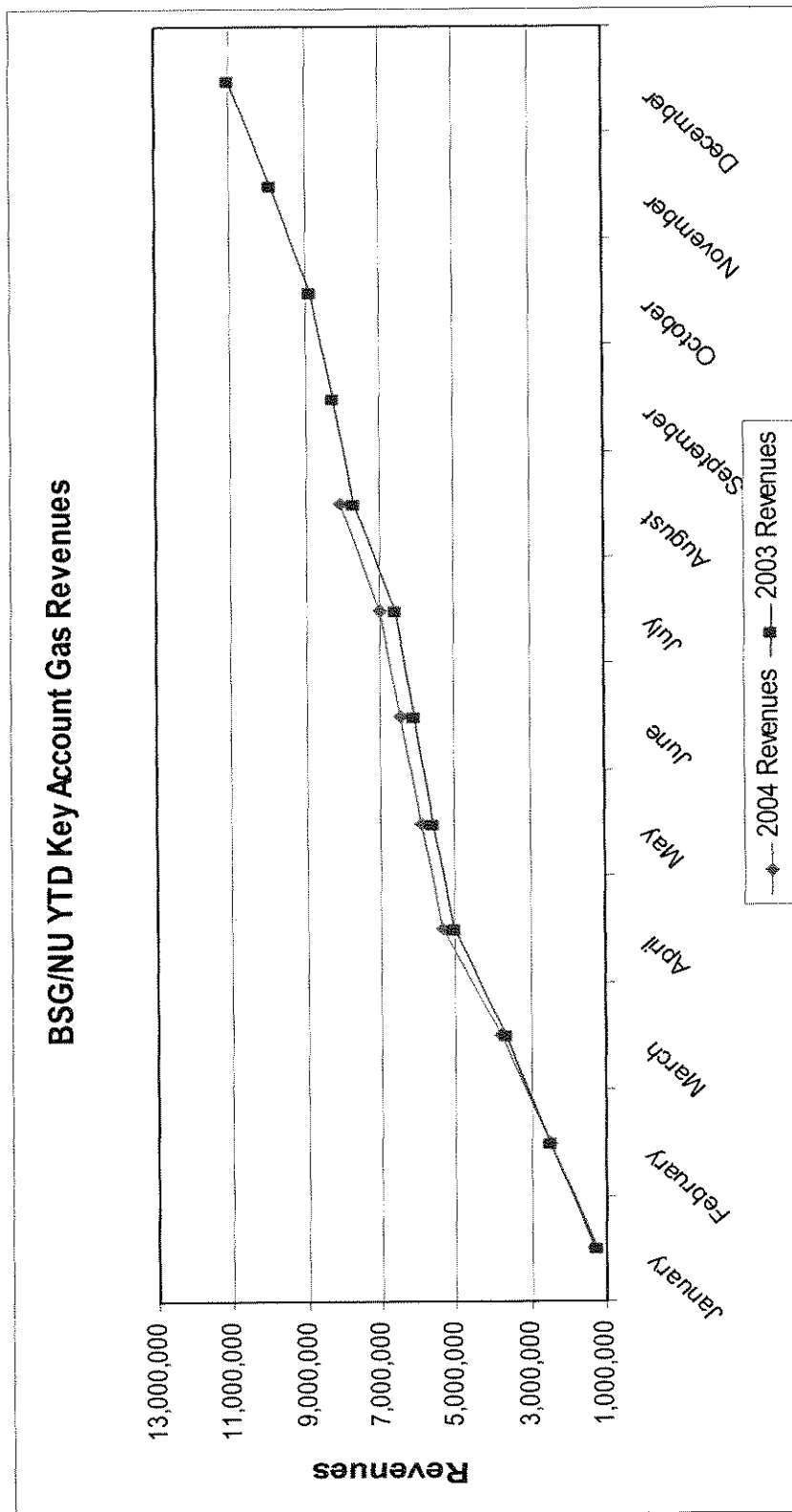
Key Account Throughput



BSG/NU Firm Key Accounts		January	February	March	April	May	June	July	August	September	October	November	December
Firm Actual 2004	994,931	1,867,964	2,787,997	3,633,693	4,539,593	5,320,963	6,022,745	6,865,819	7,981,129	8,956,875	10,117,510	11,171,111	12,179,379
Firm Actual 2003	1,063,283	1,991,308	2,897,694	3,715,106	4,398,199	5,039,983	5,858,038	6,891,389	7,981,129	8,956,875	10,117,510	11,171,111	12,179,379
% Variance	-6%	-6%	-4%	-2%	-2%	3%	3%	3%	0%	0%	0%	0%	0%



Key Account Revenues



BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,300,065	2,466,560	3,780,612	5,324,287	5,893,580	6,430,074	6,971,669	8,077,326	8,215,468	8,859,106	9,897,306	10,382,106
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,595,286	7,677,007	8,215,468	8,859,106	9,897,306	10,382,106
% Variance	7%	0%	4%	6%	6%	6%	6%	6%	5%	5%	5%	5%

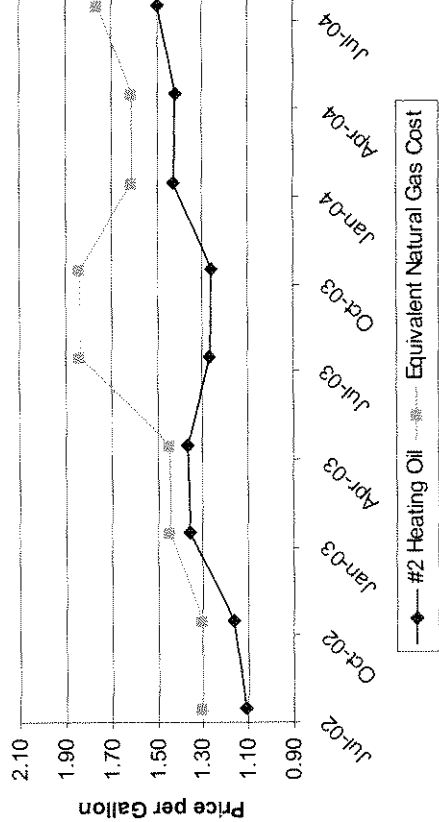
Bay State Gas Company

Attachment G-1(e)

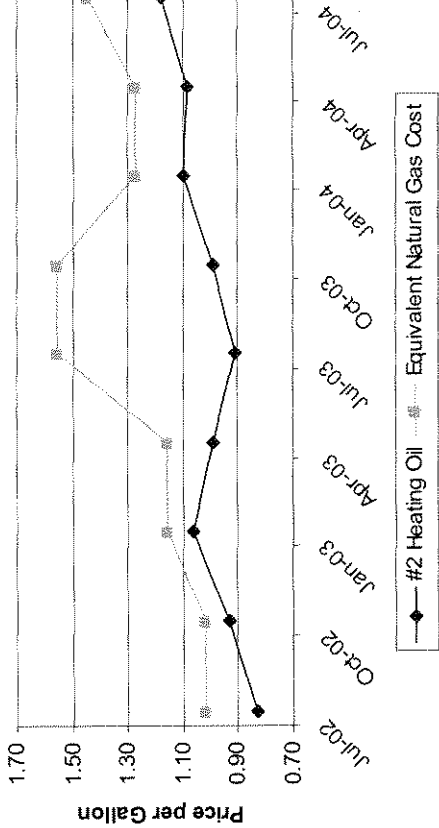
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Key Indicators

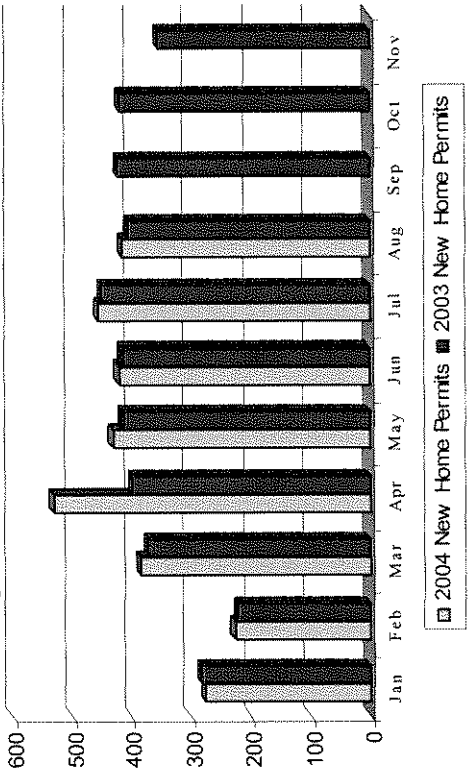
Residential Oil Cost Comparison



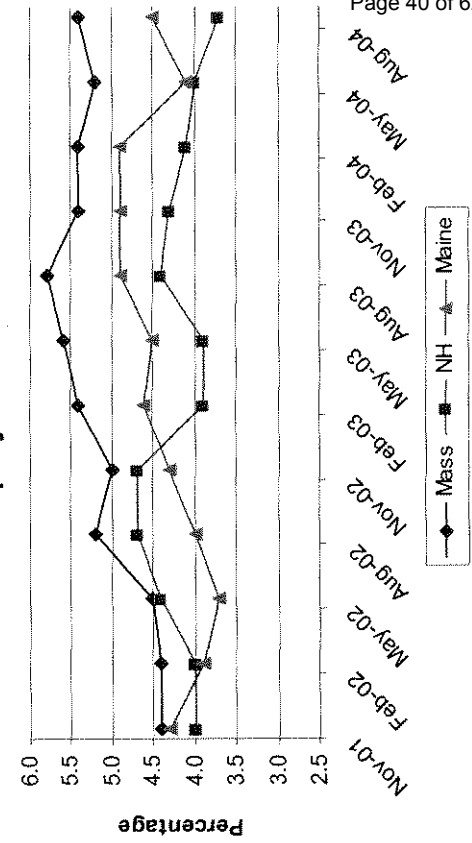
Commercial Oil Cost Comparison



Housing Permits Issued in BSG/NU Territory



Unemployment Rates





EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: September 30, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	September Actuals	September Plan	Fav/(Unfav)	September Actuals	September Plan	Fav/(Unfav)	FY 9 & 3	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	317.6	326.5	(8.9)	1,952.6	2,066.0	(113.4)	3,106.5	3,219.9	(113.4)
Gross Profit (Loss)	157.0	169.1	(12.1)	1,045.0	1,032.7	12.3	1,627.5	1,615.2	12.3
Gross Profit Percentage	49.4%	51.8%		53.5%	50.0%		52.4%	50.2%	
REPAIR WORK									
Revenue	70.5	82.7	(12.2)	927.6	1,244.0	(316.4)	1,910.0	2,226.4	(316.4)
Gross Profit (Loss)	36.8	31.0	5.8	441.3	521.4	(80.1)	854.3	934.4	(80.1)
Gross Profit Percentage	52.2%	37.5%		47.6%	41.9%		44.7%	42.0%	
ANNUAL INSPECTIONS									
Revenue	94.0	71.6	22.4	882.4	664.6	217.8	922.6	704.7	217.8
Gross Profit (Loss)	44.6	35.9	8.7	384.3	332.0	52.3	404.5	352.2	52.3
Gross Profit Percentage	47.4%	50.2%		43.6%	50.0%		43.8%	50.0%	
GUARDIAN CARE									
Revenue	616.0	549.1	66.9	4,043.6	3,864.7	178.9	6,064.9	5,886.0	178.9
Gross Profit (Loss)	540.6	477.2	63.4	2,897.3	2,875.3	22.0	4,338.9	4,316.9	22.0
Gross Profit Percentage	87.8%	86.9%		71.7%	74.4%		71.5%	73.3%	
RENTALS									
Revenue	668.3	670.1	(1.8)	6,000.5	6,072.3	(71.8)	8,004.2	8,076.0	(71.8)
Gross Profit (Loss)	650.3	647.9	2.4	5,769.6	5,837.7	(68.1)	7,639.7	7,707.8	(68.1)
Gross Profit Percentage	97.3%	96.7%		96.2%	96.1%		95.4%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,766.4	1,700.0	66.4	13,806.7	13,911.5	(104.8)	20,008.2	20,113.0	(104.8)
Gross Profit (Loss)	1,429.3	1,361.2	68.1	10,537.5	10,599.0	(61.5)	14,865.0	14,926.5	(61.5)
Gross Profit Percentage	80.9%	80.1%		76.3%	76.2%		74.3%	74.2%	
Lease/Dep Exp (WH)	102.2	120.1	17.9	1,073.5	1,080.7	7.2	1,367.1	1,374.3	7.2
Lease/Dep Exp (CB)	43.5	44.7	1.2	402.8	402.4	(0.4)	536.9	536.5	0.4
Advertising	0.0	21.2	21.2	160.3	182.8	22.4	255.1	277.5	22.4
Corporate Services	42.6	31.6	11.0	278.0	293.5	15.5	372.3	387.8	15.5
Central Supervision/Admin	14.5	26.3	11.8	197.4	251.0	53.6	279.2	332.7	53.5
Bad debt expense	(95.3)	59.5	154.8	481.1	486.9	5.8	698.2	704.0	5.8
Direct Fringes	16.0	110.3	94.3	1,054.5	1,187.1	132.6	1,621.7	1,805.0	183.3
Overheads	123.9	250.3	126.4	2,281.5	2,352.1	70.6	3,234.5	3,319.7	85.2
EBIT	1,181.9	697.2	484.7	4,608.3	4,362.6	245.8	6,500.1	6,189.1	311.0
EBIT %age of Revenues	66.9%	41.0%		33.4%	31.4%		32.5%	30.8%	

Bay State Gas Company
Attachment
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7/2/04



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heidenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Scituate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				



Competitive Sales and Retail Services Report

**October
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

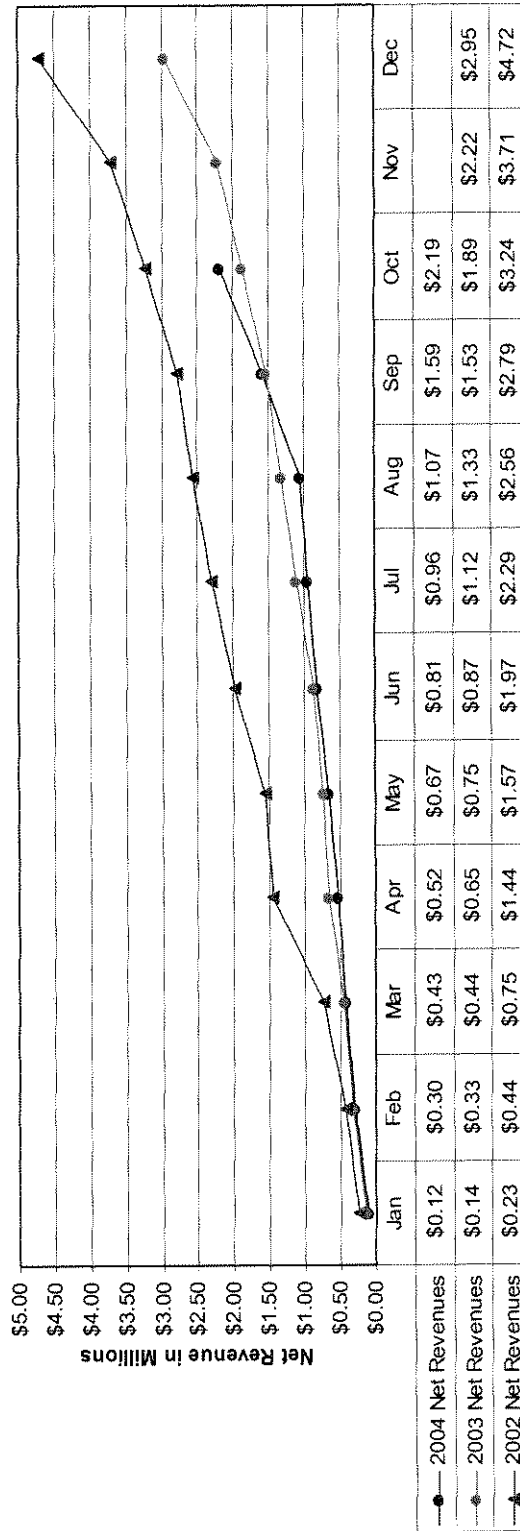
Activity and Highlights

- Ytd booked net revenues are \$2,192,982, which is \$306,125 higher than 2003 ytd.
- Ytd booked net revenues less the weighted average cost of capital are \$1,823,774, which is \$422,197 higher than 2003 ytd.
- The growth has primarily been in the commercial market, with \$299,022 in higher booked net revenues compared to 2003 (these statistics not on this report).
- Northeast Retail Services remains ahead of plan through October, although October was considerably behind plan due to lower than planned Furnace and Boiler Installations and Fee for Service volumes.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



BSG/NU 2004 Bookings

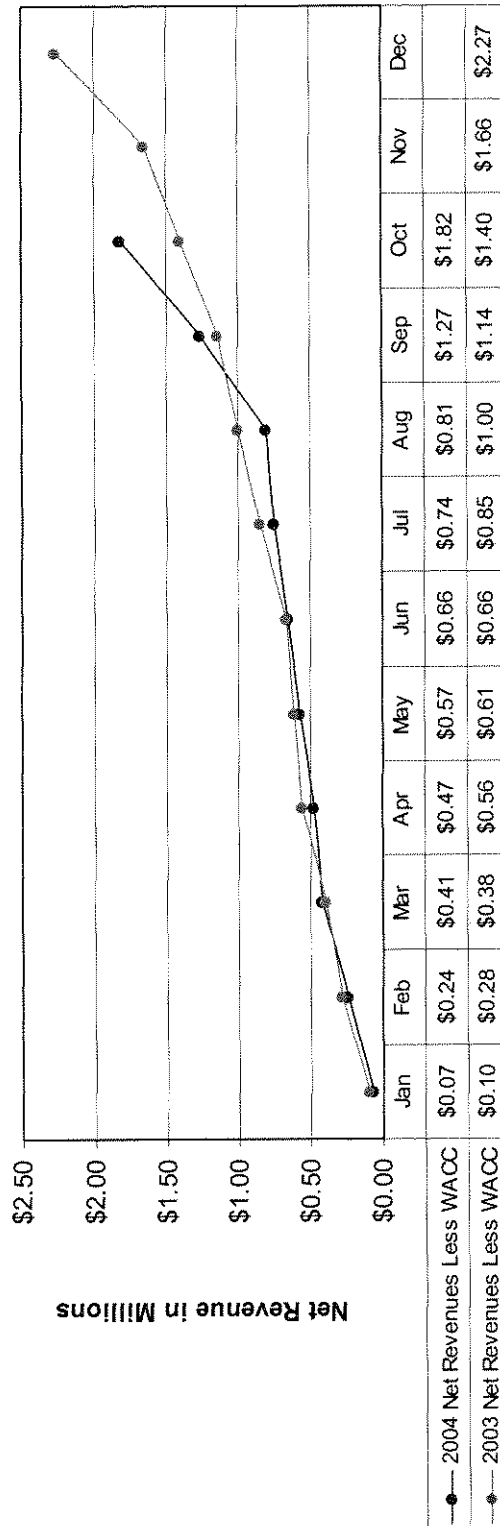
2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,469
160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,237
206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,009
250,915	\$814,070	270,355	\$874,321	(19,440)	(\$60,251)	1,884,311	\$1,974,520
290,860	\$962,014	352,423	\$1,118,632	(61,563)	(\$156,618)	2,025,647	\$2,290,595
317,956	\$1,066,911	415,029	\$1,325,998	(97,073)	(\$259,087)	2,134,855	\$2,563,138
485,545	\$1,589,907	472,692	\$1,533,891	12,853	\$56,016	2,207,586	\$2,786,331
710,937	\$2,192,982	573,689	\$1,886,857	137,248	\$306,125	2,349,031	\$3,239,891
		1,021,113	\$2,953,616			2,538,185	\$3,712,735
						2,914,843	\$4,722,081

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Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues Less Weighted Average Cost of Capital



BSG/NU 2004 Bookings

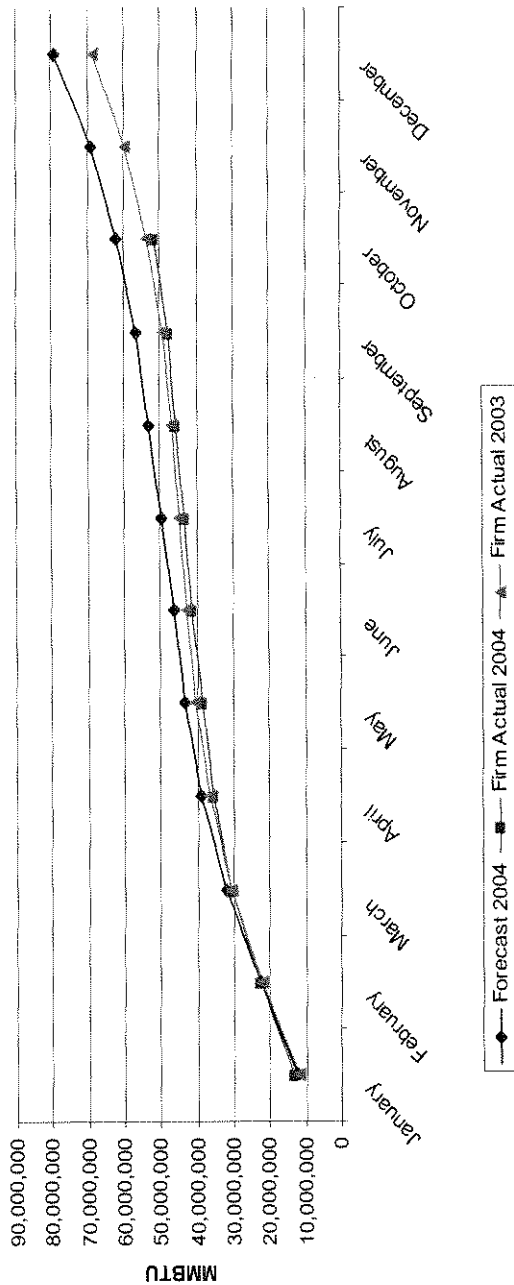
2004 YTD Actuals				2003 YTD Actuals				Variance			
YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC		YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	
\$118,856	\$582,667	\$68,747		\$144,933	\$478,538	\$103,779		(\$26,077)	\$104,129	(\$35,032)	
\$302,345	\$781,857	\$235,106		\$328,978	\$524,648	\$283,859		(\$26,633)	\$257,209	(\$48,753)	
\$433,931	\$251,416	\$412,310		\$444,563	\$693,775	\$384,898		(\$10,631)	(\$442,359)	\$27,412	
\$520,823	\$587,850	\$470,268		\$651,308	\$1,102,097	\$556,528		(\$130,485)	(\$514,247)	(\$86,256)	
\$670,871	\$1,134,870	\$573,272		\$752,130	\$1,694,102	\$606,437		(\$81,259)	(\$559,232)	(\$33,159)	
\$814,070	\$1,837,439	\$656,050		\$874,321	\$2,441,495	\$664,352		(\$60,251)	(\$604,056)	(\$8,302)	
\$962,014	\$2,540,471	\$743,534		\$1,118,632	\$3,160,871	\$846,797		(\$156,618)	(\$620,400)	(\$103,363)	
\$1,066,911	\$3,016,118	\$807,525		\$1,325,998	\$3,787,141	\$1,000,304		(\$259,087)	(\$771,023)	(\$192,779)	
\$1,589,907	\$3,771,354	\$1,265,571		\$1,533,891	\$4,595,145	\$1,138,709		\$56,016	(823,791)	\$126,862	
\$2,192,982	\$4,293,125	\$1,823,774		\$1,886,857	\$5,642,802	\$1,401,576		\$306,125	(1,349,677)	\$422,197	
		\$0		\$2,224,748	\$6,576,409	\$1,659,177					
		\$0		\$2,953,616	\$7,985,302	\$2,266,880					

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Year-to-Date Sendout

BSG/NU YTD Sendout



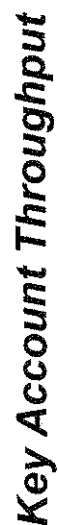
BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,785,855	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	1.7%	0.9%	0.3%	1.1%	1.4%	1.6%	1.2%	-100.0%	100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-18.0%	-100.0%	100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104	51,856,072	59,432,948	68,532,566
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,532,566
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-2.9%	-100.0%	100.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.



Year-to-date Sendout by Location

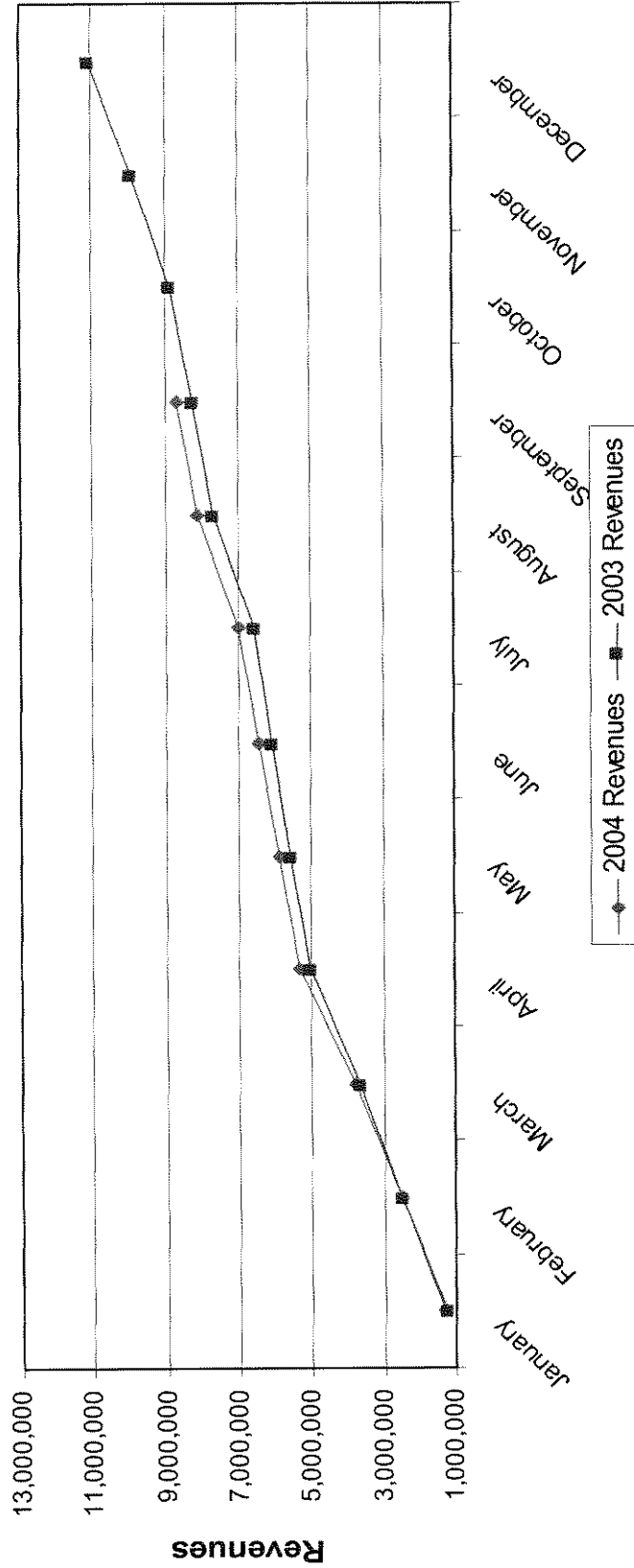
	January	February	March	April	May	June	July	August	Sept	October	November	December
BSG/NU												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,785,855	56,482,189	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	1.6%	-100.0%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-18.0%	-100.0%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104	51,856,072	59,432,948	68,557,256
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-2.9%	-100.0%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,185,850	15,815,315	16,449,231	17,171,882	18,609,582	20,828,220	24,434,595
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	0.1%	0.4%	0.6%	0.7%	0.6%	-100.0%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	0.0%	0.0%	0.1%	0.4%	0.5%	-100.0%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,225	13,900,601	14,860,556	15,611,143	16,240,607	16,874,524	17,561,634	18,931,271	21,680,067	25,200,256
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-3.3%	-3.0%	-2.6%	-2.3%	-2.7%	-100.0%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,419,067	10,946,991	11,501,181	12,077,914	13,142,910	14,761,701	17,161,044
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-0.4%	-0.1%	0.4%	0.5%	-0.1%	-100.0%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,884	15,365,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-39.0%	-42.0%	-44.3%	-46.2%	-47.0%	-100.0%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,777,983	11,305,907	11,860,097	12,422,461	13,495,735	15,775,148	18,141,913
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-6.4%	-5.9%	-5.2%	-4.8%	-5.3%	-100.0%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	6,137,922	6,484,806	6,852,924	7,224,272	7,816,279	8,566,314	9,993,235
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	4.5%	4.7%	5.1%	4.5%	3.3%	-100.0%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,385,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	6.8%	6.4%	6.8%	7.5%	6.4%	-100.0%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,279,360	6,626,244	6,994,362	7,361,392	7,949,082	9,012,845	10,390,415
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-1.8%	-1.2%	-0.6%	-0.5%	-1.4%	-100.0%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,052	4,033,324	4,309,070	4,589,696	4,885,457	5,326,510	5,730,932	6,653,501
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,653,501
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	6.4%	6.1%	6.1%	6.1%	5.2%	-100.0%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,868,081
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	3.2%	2.9%	2.9%	1.9%	0.5%	-100.0%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,185,470	4,461,216	4,741,842	5,034,587	5,481,185	6,131,916	7,048,038
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	7,048,038
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-0.2%	0.0%	0.3%	0.7%	0.1%	-100.0%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,343,666	4,667,870	5,003,924	5,361,888	5,890,574	6,595,022	7,737,785
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,737,785
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.9%	-0.7%	-0.4%	-0.1%	-0.2%	-0.2%	-100.0%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-3.9%	-2.8%	-2.0%	-0.8%	-0.9%	-0.9%	-100.0%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,472,212	4,796,416	5,132,470	5,483,030	5,998,799	6,832,972	7,784,017
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-3.7%	-3.1%	-2.7%	-2.5%	-2.5%	-100.0%	-100.0%

% Variance



Key Account Revenues

BSG/NU YTD Key Account Gas Revenues



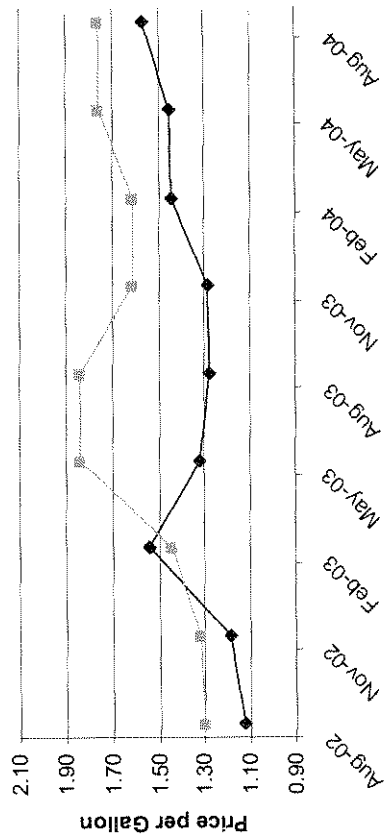
BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,304,406	2,474,731	3,793,203	5,340,771	5,911,612	6,449,614	6,991,209	8,096,866	8,675,817			
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,596,604	7,680,074	8,220,051	8,865,555	9,907,668	10,528,761
% Variance	7%	0%	4%	6%	6%	6%	6%	6%	5%	6%		



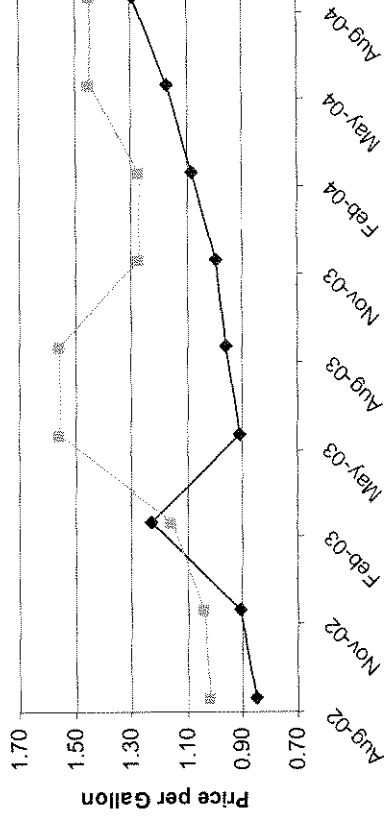
Key Indicators

Residential Oil Cost Comparison



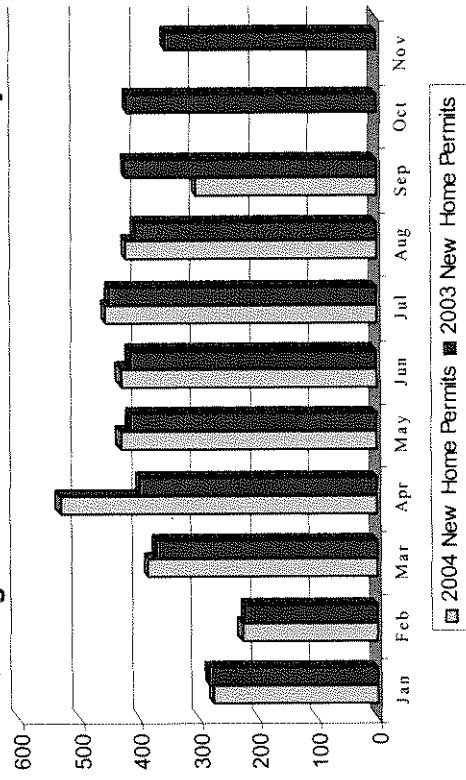
Source: Department of Energy

Commercial Oil Cost Comparison



Source: Department of Energy

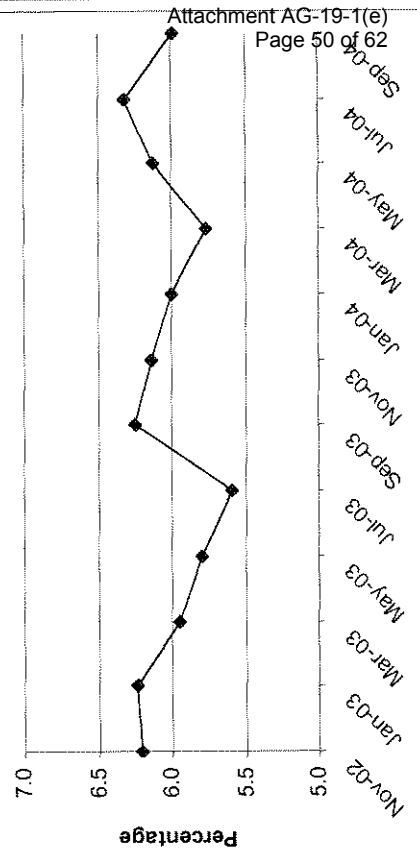
Housing Permits Issued in BSG/NU Territory



Source: U.S. Census Bureau

National Mortgage Rates

30 Year Fixed Rate



Source: Federal Housing Finance Board



EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: October 30, 2004

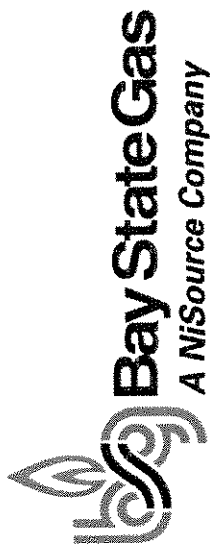
	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	October Actuals	October Plan	Fav/(Unfav)	October Actuals	October Plan	Fav/(Unfav)	FY 10 & 2	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	248.1	524.1	(276.0)	2,200.4	2,590.1	(389.7)	2,830.2	3,219.9	(389.7)
Gross Profit (Loss)	88.5	268.2	(179.7)	1,133.5	1,300.9	(167.4)	1,447.8	1,615.2	(167.4)
Gross Profit Percentage	35.7%	51.2%		51.5%	50.2%		51.2%	50.2%	
REPAIR WORK									
Revenue	147.3	361.3	(214.0)	1,074.9	1,605.3	(530.4)	1,696.0	2,226.4	(530.4)
Gross Profit (Loss)	49.4	151.4	(102.0)	490.6	672.7	(182.1)	752.3	934.4	(182.1)
Gross Profit Percentage	33.5%	41.9%		45.6%	41.9%		44.4%	42.0%	
ANNUAL INSPECTIONS									
Revenue	46.5	34.2	12.3	929.0	698.8	230.2	934.9	704.7	230.2
Gross Profit (Loss)	17.8	17.3	0.5	402.3	349.2	53.1	405.3	352.2	53.1
Gross Profit Percentage	38.3%	50.5%		43.3%	50.0%		43.3%	50.0%	
GUARDIAN CARE									
Revenue	652.6	691.2	(38.6)	4,696.4	4,556.0	140.4	6,026.5	5,886.0	140.4
Gross Profit (Loss)	423.5	462.0	(38.5)	3,321.2	3,337.3	(16.1)	4,300.9	4,316.9	(16.1)
Gross Profit Percentage	64.9%	66.8%		70.7%	73.3%		71.4%	73.3%	
RENTALS									
Revenue	654.5	669.0	(14.5)	6,655.2	6,741.3	(86.1)	7,989.9	8,076.0	(86.1)
Gross Profit (Loss)	620.1	620.5	(0.4)	6,390.0	6,458.2	(68.2)	7,639.6	7,707.8	(68.2)
Gross Profit Percentage	94.7%	92.7%		96.0%	95.8%		95.6%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,749.0	2,279.9	(530.9)	15,555.9	16,191.4	(635.5)	19,477.5	20,113.0	(635.5)
Gross Profit (Loss)	1,199.3	1,519.2	(319.9)	11,737.6	12,118.3	(380.7)	14,545.9	14,926.5	(380.7)
Gross Profit Percentage	68.6%	66.6%		75.5%	74.8%		74.7%	74.2%	
Lease/Dep Exp (WH)	103.4	97.9	(5.5)	1,176.7	1,178.5	1.8	1,372.4	1,374.3	(1.9)
Lease/Dep Exp (CB)	43.7	44.7	1.0	446.5	447.1	0.6	536.0	536.5	(0.5)
Advertising	0.1	23.1	23.0	160.4	205.9	45.5	232.0	277.5	(45.5)
Corporate Services	43.0	32.5	(10.5)	321.1	326.2	5.1	382.8	387.8	(5.0)
Central Supervision/Admin	(2.4)	27.0	29.4	195.1	278.0	83.0	249.8	332.7	(82.9)
Bad debt expense	76.2	79.8	3.6	557.2	566.7	9.5	694.5	704.0	(9.5)
Direct Fringes	164.7	243.6	78.9	1,219.1	1,430.7	211.6	1,562.6	1,805.0	(242.4)
Overheads	302.9	303.2	0.3	2,620.2	2,671.4	51.2	3,257.4	3,319.7	(62.3)
EBIT	467.7	667.4	(199.7)	5,041.3	5,013.8	27.6	6,258.4	6,189.1	69.3
EBIT %age of Revenues	26.7%	29.3%		32.4%	31.0%		32.1%	30.8%	

Bay State Gas Company
Attachment AG-19-1(e)
Page 51 of 62



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heldenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Scituate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				



Competitive Sales and Retail Services Report

**November
2004**

Bay State Gas Company
Westborough, Massachusetts
508-836-7000
<http://www.bgc.com>

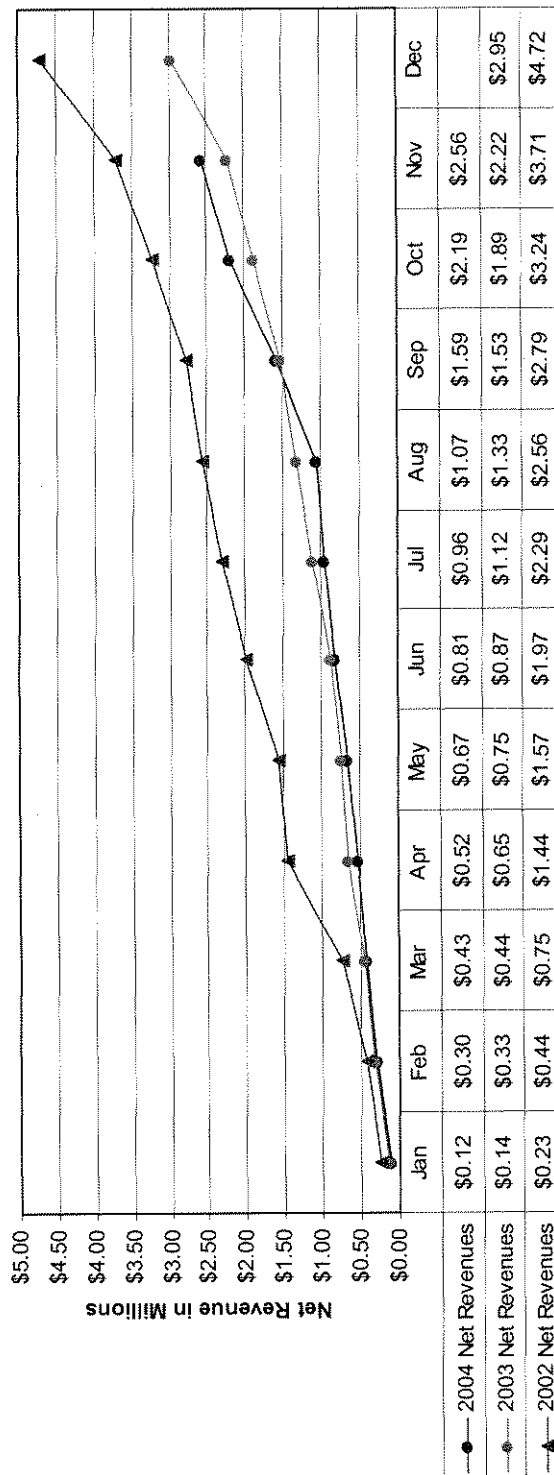
Activity and Highlights

- Both Booked Net Revenues and Booked Net Revenues less the Weighted Average Cost of Capital are trending favorable compared to 2003. Booked Net Revenues are now \$335,000 higher than 2003 and Booked Net Revenues less WACC are \$440,000 higher.
- The primary driver of Key Account throughput being 6% (503,000 MCF) behind 2003 is that MMWEC's throughput is 693,000 MCF lower last year. MMWEC is on a guaranteed revenue contract, so Key Account Revenues are 6% higher than 2003.
- For the second consecutive month, new housing starts in the territory are below 2003 levels.
- The Northeast Retail Services forecast is to hit its EBIT target of \$6.2 million.



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues



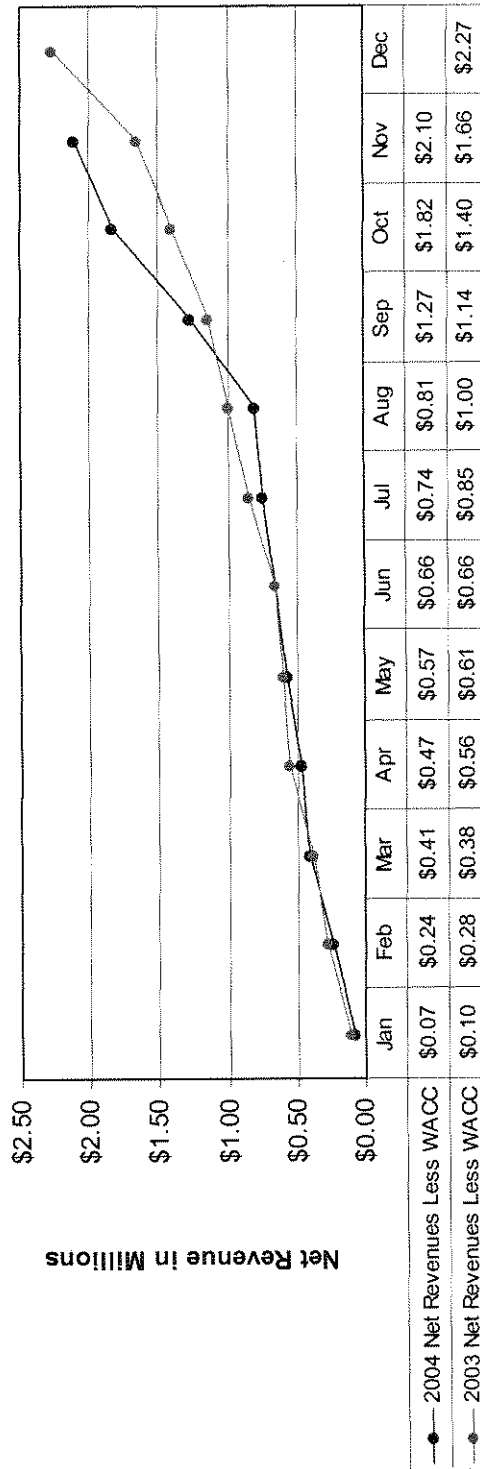
BSG/NU 2004 Bookings

2004 YTD Actuals		2003 YTD Actuals		Variance 2004 vs. 2003		2002 YTD Actuals	
YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue	YTD Mcf	YTD Net Revenue
32,589	\$118,856	37,044	\$144,933	(4,455)	(\$26,077)	74,655	\$227,087
94,697	\$302,345	93,908	\$328,978	789	(\$26,633)	149,724	\$435,290
136,748	\$433,931	129,352	\$444,563	7,396	(\$10,631)	266,226	\$745,468
160,049	\$520,823	204,142	\$651,308	(44,093)	(\$130,485)	1,647,327	\$1,442,233
206,253	\$670,871	233,668	\$752,130	(27,415)	(\$81,259)	1,685,337	\$1,571,000
250,915	\$814,070	270,355	\$874,321	(19,440)	(\$60,251)	1,884,311	\$1,974,528
290,860	\$962,014	352,423	\$1,118,632	(61,563)	(\$156,618)	2,025,647	\$2,290,593
317,956	\$1,066,911	415,029	\$1,325,998	(97,073)	(\$259,087)	2,134,855	\$2,563,138
485,545	\$1,589,907	472,692	\$1,533,891	12,853	\$56,016	2,207,586	\$2,786,331
710,937	\$2,192,982	573,689	\$1,886,857	137,248	\$306,125	2,349,031	\$3,239,891
816,433	\$2,559,957	693,463	\$2,224,748	122,970	\$335,209	2,538,185	\$3,712,735
		1,021,113	\$2,953,616			2,914,843	\$4,722,081



Year-to-Date Bookings

BSG/NU Ytd Booked Net Revenues Less Weighted Average Cost of Capital

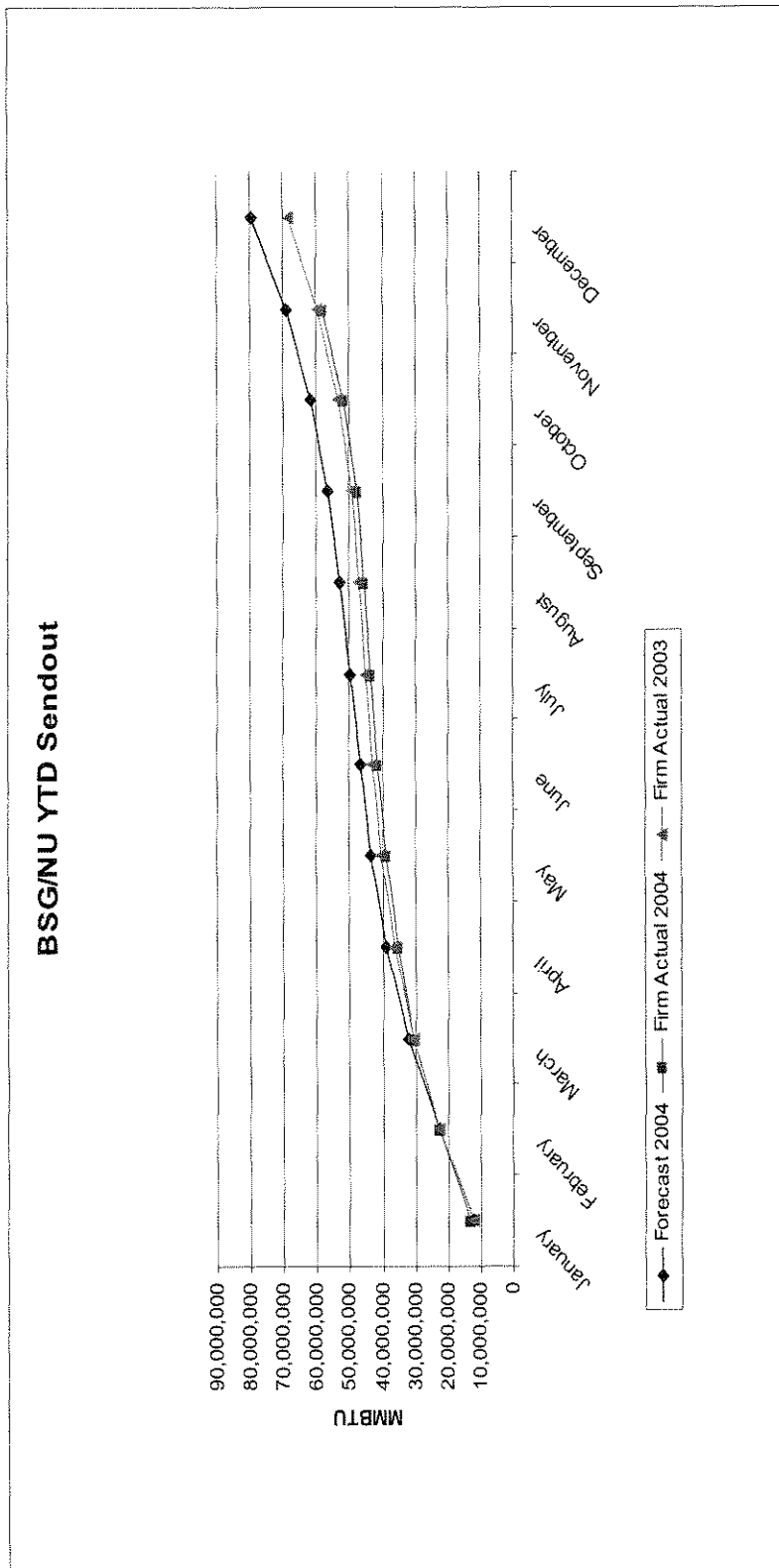


BSG/NU 2004 Bookings

2004 YTD Actuals				2003 YTD Actuals				Variance			
YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	YTD Net Revenue	YTD Growth Cap	YTD Net Revenue	YTD Growth Cap	YTD Net Rev Less WACC	YTD Net Revenue
\$118,856	\$582,667	\$68,747	\$144,933	\$478,538	\$103,779	\$26,077	\$104,129	\$26,077	\$104,129	(\$35,032)	(\$35,032)
\$302,345	\$781,857	\$235,106	\$328,978	\$524,648	\$283,859	(\$26,633)	\$257,209	(\$26,633)	\$257,209	(\$48,773)	(\$48,773)
\$433,931	\$251,416	\$412,310	\$444,563	\$693,775	\$384,898	(\$10,631)	\$442,359	(\$10,631)	\$442,359	\$27,482	\$27,482
\$520,823	\$587,850	\$470,268	\$651,308	\$1,102,097	\$556,528	(\$130,485)	(\$514,247)	(\$130,485)	(\$514,247)	(\$86,260)	(\$86,260)
\$670,871	\$1,134,870	\$573,272	\$752,130	\$1,694,102	\$606,437	(\$81,259)	(\$559,232)	(\$81,259)	(\$559,232)	\$33,195	\$33,195
\$814,070	\$1,837,439	\$656,050	\$874,321	\$2,441,495	\$664,352	(\$60,251)	(\$604,056)	(\$60,251)	(\$604,056)	(\$8,395)	(\$8,395)
\$962,014	\$2,540,471	\$743,534	\$1,118,632	\$3,160,871	\$846,797	(\$156,618)	(\$620,400)	(\$156,618)	(\$620,400)	(\$103,283)	(\$103,283)
\$1,066,911	\$3,016,118	\$807,525	\$1,325,998	\$3,787,141	\$1,000,304	(\$259,087)	(\$771,023)	(\$259,087)	(\$771,023)	(\$192,779)	(\$192,779)
\$1,589,907	\$3,771,354	\$1,265,571	\$1,533,891	\$4,595,145	\$1,138,709	\$56,016	(\$823,791)	\$56,016	(\$823,791)	\$126,862	\$126,862
\$2,192,982	\$4,293,125	\$1,823,774	\$1,886,857	\$5,642,802	\$1,401,576	\$306,125	(\$1,349,677)	\$306,125	(\$1,349,677)	\$422,197	\$422,197
\$2,559,957	\$5,351,439	\$2,099,733	\$2,224,748	\$6,576,409	\$1,659,177	\$335,209	(\$1,224,970)	\$335,209	(\$1,224,970)	\$440,556	\$440,556
		\$0	\$2,953,616	\$7,985,302	\$2,266,880						



Year-to-Date Sendout



BSG/NU	January	February	March	April	May	June	July	August	September	October	November	December
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,785,855	57,010,289	61,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	61,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	1.6%	1.2%	0.9%	10.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	75,378,214
Forecast Variance (Normalized)	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-18.0%	-17.5%	-14.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104	51,856,072	58,006,605	61,801,841
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	61,801,841
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-2.9%	-2.4%	-10.0%

Firm Sendout in MMBTU's is the amount of Gas entering the distribution system both bundled and unbundled does not include interruptible sales.



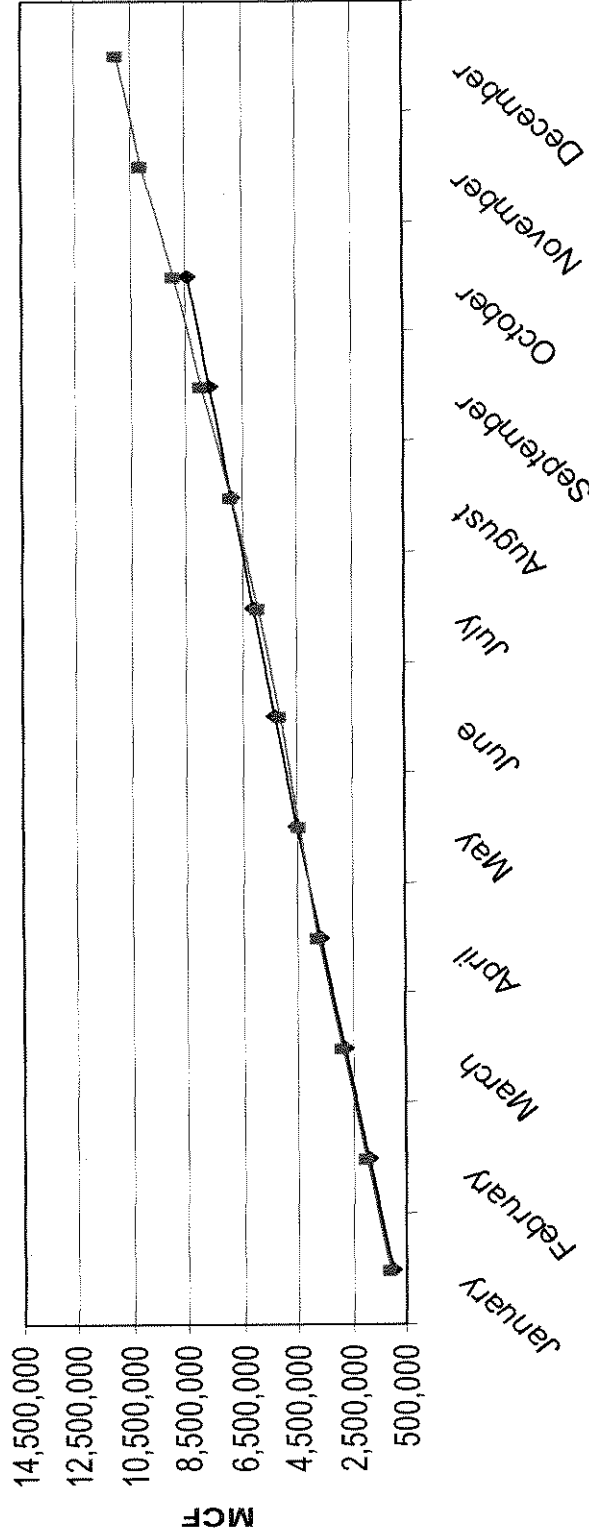
Year-to-date Sendout by Location

	January	February	March	April	May	June	July	August	Sept	October	November	December
BSGNO												
Weather Normalized 2004	10,895,409	20,515,803	28,567,170	33,791,266	37,223,014	40,119,828	42,224,051	44,396,957	46,721,412	50,785,855	57,010,289	65,801,841
Weather Normalized 2003	10,795,083	19,996,177	28,091,975	33,488,656	37,111,935	39,674,255	41,651,609	43,657,035	45,965,196	50,184,697	56,482,189	65,801,841
% of Weather Normal Growth	0.9%	2.6%	1.7%	0.9%	0.3%	1.1%	1.4%	1.7%	1.6%	1.2%	0.9%	-100.0%
Forecast 2004	12,054,325	22,530,969	31,937,990	38,654,070	43,170,136	46,392,319	49,717,188	52,988,188	56,431,809	61,929,732	69,071,075	79,378,214
Forecast Variance	-9.6%	-8.9%	-10.6%	-12.6%	-13.8%	-13.5%	-15.1%	-16.2%	-17.2%	-18.0%	-17.5%	-100.0%
Firm Actual 2004	13,116,436	22,438,023	30,271,138	35,306,624	38,470,446	41,326,167	43,430,390	45,603,295	47,863,104	51,856,072	58,006,605	68,557,256
Firm Actual 2003	12,040,179	22,243,455	30,382,905	36,334,437	40,262,600	42,895,867	44,873,221	46,878,648	49,045,411	53,381,159	59,432,948	68,557,256
% of Firm Actual Growth	8.9%	0.9%	-0.4%	-2.8%	-4.5%	-3.7%	-3.2%	-2.7%	-2.4%	-2.9%	-2.4%	-100.0%
Brockton												
Weather Normalized 2004	4,349,128	8,194,077	11,375,051	13,349,177	14,412,302	15,185,850	15,815,315	16,449,231	17,171,882	18,609,582	21,005,950	24,434,595
Weather Normalized 2003	4,387,791	8,073,776	11,264,468	13,315,329	14,439,729	15,166,581	15,756,826	16,346,295	17,054,023	18,496,909	20,828,220	24,434,595
% of Weather Normal Growth	-0.9%	1.5%	1.0%	0.3%	-0.2%	0.1%	0.4%	0.6%	0.7%	0.6%	0.9%	-100.0%
Forecast 2004	4,508,964	8,246,550	11,468,652	13,490,606	14,596,992	15,184,051	15,813,165	16,428,869	17,104,081	18,520,912	20,637,671	24,066,660
Forecast Variance	-3.5%	-0.6%	-0.8%	-1.0%	-1.3%	0.0%	0.0%	0.1%	0.4%	0.5%	1.8%	-100.0%
Firm Actual 2004	5,292,739	8,953,212	12,051,226	13,900,601	14,860,556	15,611,143	16,240,607	16,874,524	17,561,634	18,931,271	21,296,385	25,200,256
Firm Actual 2003	4,785,071	8,831,365	11,925,338	14,199,773	15,409,228	16,150,193	16,740,438	17,329,907	17,975,187	19,448,403	21,680,067	25,200,256
% of Firm Actual Growth	10.6%	1.4%	1.1%	-2.1%	-3.6%	-3.3%	-3.0%	-2.6%	-2.3%	-2.7%	-1.8%	-100.0%
Springfield												
Weather Normalized 2004	2,767,056	5,192,145	7,132,904	8,347,624	9,361,812	10,419,067	10,946,991	11,501,181	12,077,914	13,142,910	14,748,314	17,161,044
Weather Normalized 2003	2,762,632	5,102,873	7,149,313	8,467,276	9,619,506	10,465,418	10,958,106	11,454,176	12,023,359	13,153,047	14,761,701	17,161,044
% of Weather Normal Growth	0.2%	1.7%	-0.2%	-1.4%	-2.7%	-0.4%	-0.1%	0.4%	0.5%	-0.1%	-0.1%	-100.0%
Forecast 2004	4,026,999	7,502,641	10,784,758	13,338,884	15,365,080	17,081,618	18,858,173	20,636,642	22,439,806	24,816,571	27,540,785	31,074,099
Forecast Variance	-31.3%	-30.8%	-33.9%	-37.4%	-39.1%	-39.0%	-42.0%	-44.3%	-46.2%	-47.0%	-46.4%	-100.0%
Firm Actual 2004	3,328,033	5,732,250	7,636,810	8,847,429	9,739,183	10,777,983	11,305,907	11,860,097	12,422,461	13,495,735	15,059,709	18,141,913
Firm Actual 2003	3,126,595	5,767,614	7,849,730	9,324,141	10,619,708	11,518,846	12,011,534	12,507,604	13,048,735	14,247,261	15,775,148	18,141,913
% of Firm Actual Growth	6.4%	-0.6%	-2.7%	-5.1%	-8.3%	-6.4%	-5.9%	-5.2%	-4.8%	-5.3%	-4.5%	-100.0%
Lawrence												
Weather Normalized 2004	1,618,900	3,072,276	4,334,330	5,170,239	5,713,402	6,137,922	6,484,806	6,852,924	7,224,272	7,816,279	8,723,396	9,993,235
Weather Normalized 2003	1,567,989	2,922,518	4,123,362	4,974,647	5,494,804	5,876,168	6,192,376	6,521,824	6,912,468	7,570,212	8,566,314	9,993,235
% of Weather Normal Growth	3.2%	5.1%	5.1%	3.9%	4.0%	4.5%	4.7%	5.1%	4.5%	3.3%	1.8%	-100.0%
Forecast 2004	1,346,195	2,749,727	3,998,611	4,876,444	5,385,409	5,749,723	6,096,811	6,419,211	6,721,278	7,348,099	8,242,782	9,636,589
Forecast Variance	20.3%	11.7%	8.4%	6.0%	6.1%	6.8%	6.4%	6.8%	7.5%	6.4%	5.8%	-100.0%
Firm Actual 2004	1,942,419	3,342,708	4,555,128	5,351,953	5,863,640	6,279,360	6,626,244	6,994,362	7,361,392	7,949,082	8,848,350	10,390,415
Firm Actual 2003	1,787,777	3,291,378	4,529,725	5,461,615	6,013,124	6,391,645	6,707,853	7,037,301	7,398,181	8,058,659	9,012,845	10,390,415
% of Firm Actual Growth	8.6%	1.6%	0.6%	-2.0%	-2.5%	-1.8%	-1.2%	-0.6%	-0.5%	-1.4%	-1.8%	-100.0%
Portsmouth												
Weather Normalized 2004	1,063,423	1,993,190	2,808,071	3,367,216	3,736,062	4,033,324	4,309,070	4,589,696	4,885,457	5,326,510	5,953,248	6,658,501
Weather Normalized 2003	974,642	1,836,458	2,610,548	3,152,348	3,521,206	3,791,251	4,059,991	4,324,907	4,603,676	5,063,158	5,730,932	6,658,501
% of Weather Normal Growth	9.1%	8.5%	7.6%	6.8%	6.1%	6.4%	6.1%	6.1%	6.1%	5.2%	3.9%	-100.0%
Forecast 2004	1,062,377	1,964,284	2,746,353	3,291,426	3,663,070	3,906,717	4,188,055	4,460,678	4,794,206	5,298,339	5,974,398	6,658,501
Forecast Variance	0.1%	1.5%	2.2%	2.3%	2.0%	3.2%	2.9%	2.9%	1.9%	0.5%	-0.4%	-100.0%
Firm Actual 2004	1,279,896	2,188,946	2,980,623	3,527,943	3,888,208	4,185,470	4,461,216	4,741,842	5,034,587	5,481,185	6,118,026	6,658,501
Firm Actual 2003	1,126,553	2,099,584	2,912,560	3,516,724	3,917,299	4,193,080	4,461,820	4,726,736	5,001,407	5,475,235	6,131,916	6,658,501
% of Firm Actual Growth	13.6%	4.3%	2.3%	0.3%	-0.7%	-0.2%	0.0%	0.3%	0.7%	0.1%	-0.2%	-100.0%
Portland												
Weather Normalized 2004	1,096,901	2,064,116	2,916,815	3,557,010	3,999,435	4,343,666	4,667,870	5,003,924	5,361,888	5,890,574	6,579,380	7,784,017
Weather Normalized 2003	1,102,029	2,060,552	2,944,284	3,579,056	4,036,690	4,374,837	4,684,310	5,009,832	5,371,670	5,901,371	6,595,022	7,784,017
% of Weather Normal Growth	-0.5%	0.2%	-0.9%	-0.6%	-0.9%	-0.7%	-0.4%	-0.1%	-0.2%	-0.2%	-0.2%	-100.0%
Forecast 2004	1,109,790	2,067,766	2,939,616	3,656,710	4,159,586	4,470,209	4,760,985	5,042,787	5,372,438	5,945,810	6,675,439	7,737,785
Forecast Variance	-1.2%	-0.2%	-0.8%	-2.7%	-3.9%	-2.8%	-2.0%	-0.8%	-0.2%	-0.9%	-1.4%	-100.0%
Firm Actual 2004	1,273,349	2,220,907	3,047,351	3,678,699	4,118,859	4,472,212	4,796,416	5,132,470	5,483,030	5,998,799	6,684,135	7,784,017
Firm Actual 2003	1,214,183	2,253,514	3,165,552	3,832,184	4,303,240	4,642,104	4,951,577	5,277,100	5,621,900	6,151,601	6,832,972	7,784,017
% of Firm Actual Growth	4.9%	-1.4%	-3.7%	-4.0%	-4.3%	-3.7%	-3.1%	-2.7%	-2.5%	-2.5%	-2.2%	-100.0%



Key Account Throughput

BSG/NU YTD Throughput - Key Accounts



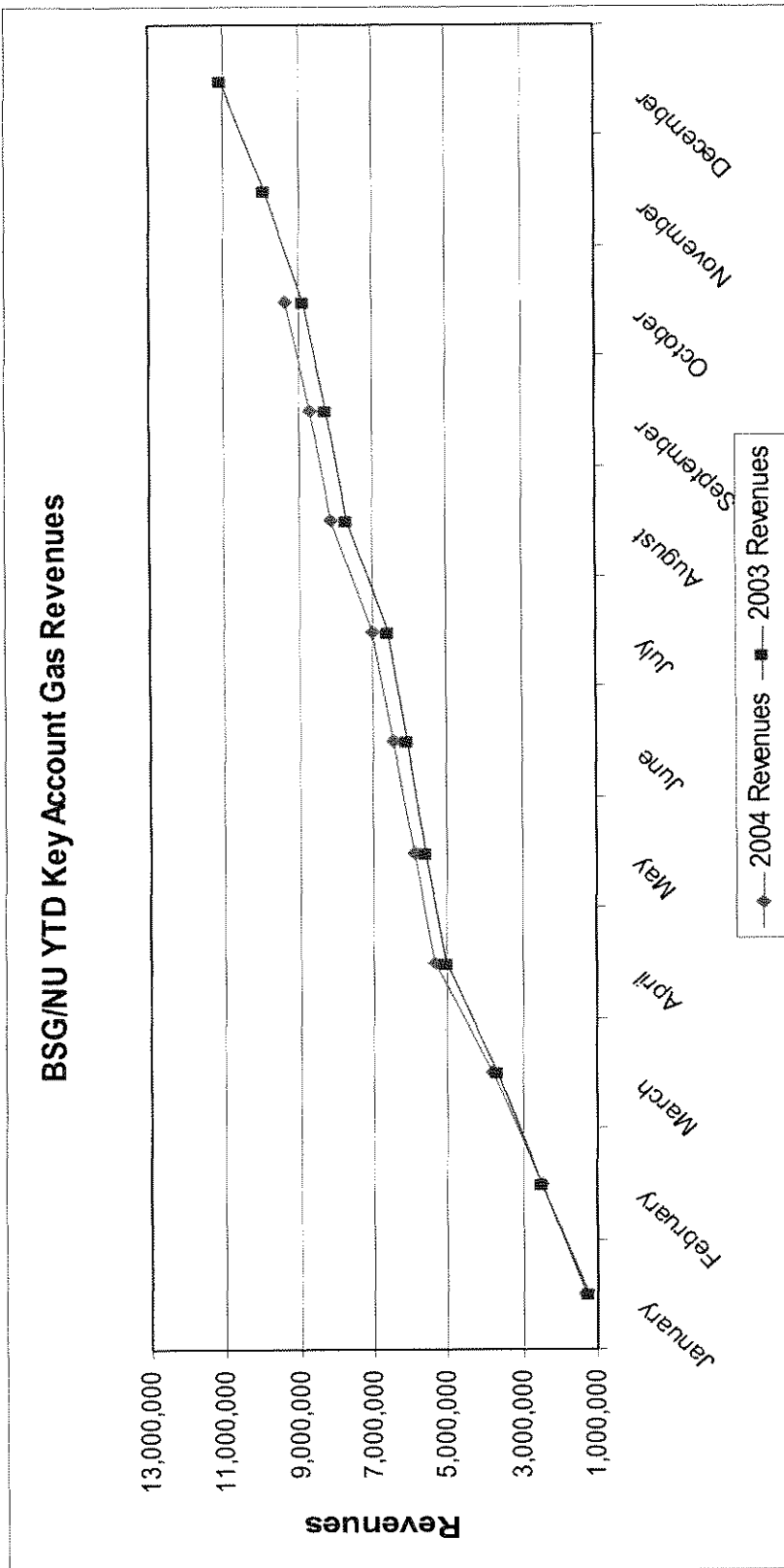
—◆— Firm Actual 2004 —■— Firm Actual 2003

BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
Firm Actual 2004	998,183	1,873,908	2,797,539	3,646,255	4,554,813	5,336,183	6,037,965	6,881,039	7,658,672	8,462,875	9,817,338	9,817,338
Firm Actual 2003	1,063,283	1,991,308	2,897,694	3,715,106	4,398,199	5,059,983	5,859,660	6,895,719	7,987,899	8,966,760	10,129,775	10,129,775
% Variance	-6%	-6%	-3%	-2%	4%	4%	5%	3%	0%	-4%	-6%	-6%



Key Account Revenues



Bay State Gas Company
D.T.B. 10-27
Attachment AG-10-27
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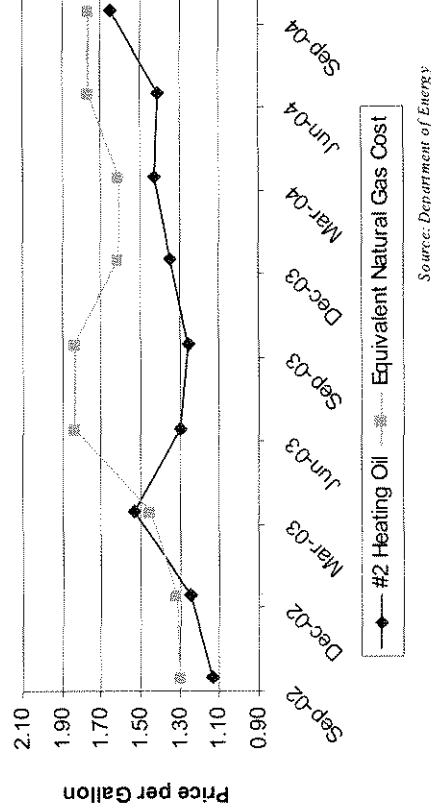
BSG/NU Firm Key Accounts

	January	February	March	April	May	June	July	August	September	October	November	December
2004 Revenues	1,304,406	2,474,731	3,793,203	5,340,771	5,911,612	6,449,614	6,991,209	8,096,866	8,675,817	9,375,255		
2003 Revenues	1,218,381	2,478,793	3,649,174	5,025,675	5,567,221	6,083,336	6,596,604	7,680,074	8,220,051	8,865,555	9,907,668	11,056,776
% Variance	7%	0%	4%	6%	6%	6%	6%	6%	5%	6%	6%	6%

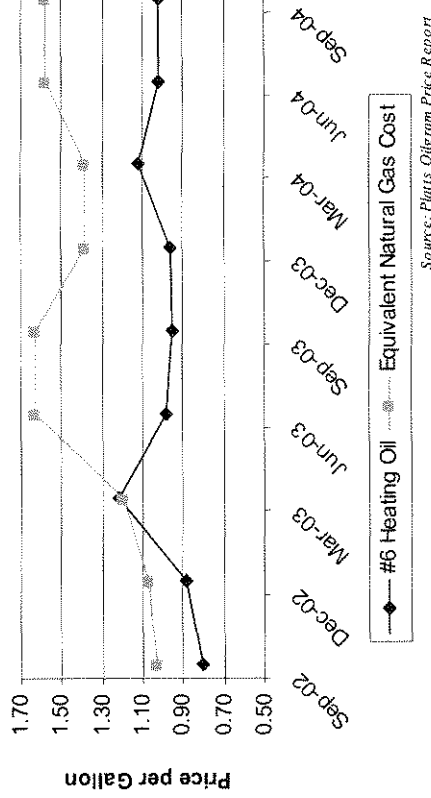


Key Indicators

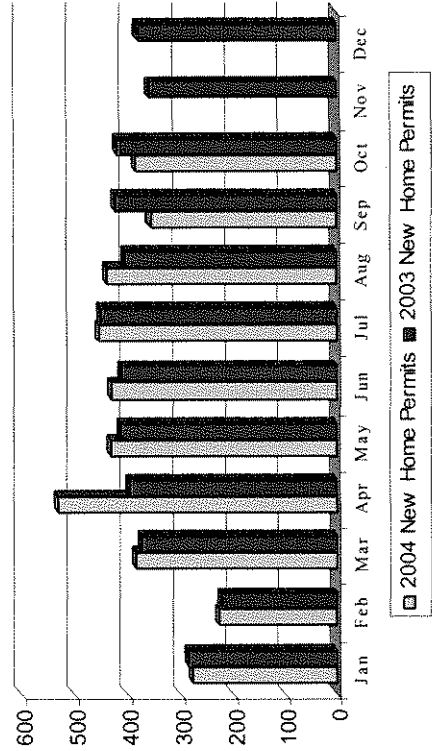
Residential Oil Cost Comparison



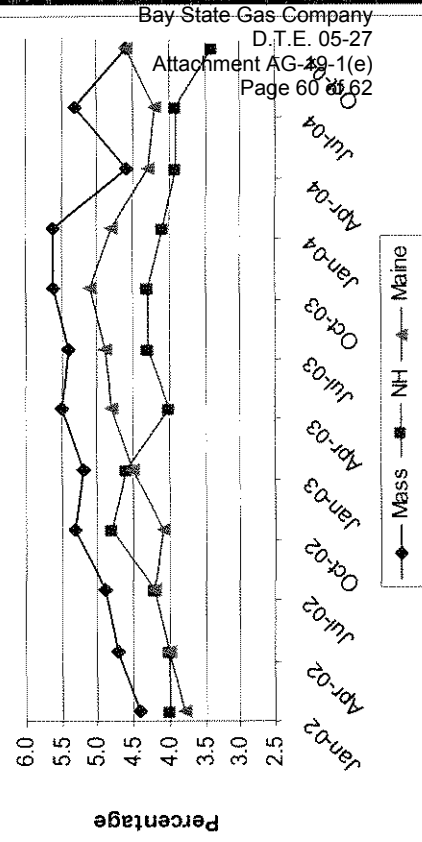
Industrial Oil Cost Comparison



Housing Permits Issued in BSG/NU Territory



Unemployment Rates





EP&S Summary

BAY STATE GAS COMPANY ENERGY, PRODUCTS & SERVICE SUMMARY MONTH AND YEAR TO DATE ENDED: November 30, 2004

	Month			Fiscal Year to Date			Fiscal Year Forecast (Adjusted)		
	November Actuals	November Plan	Fav/(Unfav)	November Actuals	November Plan	Fav/(Unfav)	FY 11 & 1	FY Plan	Fav/(Unfav)
INSTALLS									
Revenue	396.2	364.2	32.0	2,596.7	2,954.3	(357.6)	2,862.3	3,219.9	(357.6)
Gross Profit (Loss)	163.0	182.3	(19.3)	1,296.6	1,483.1	(186.5)	1,428.7	1,615.2	(186.5)
Gross Profit Percentage	41.1%	50.1%		49.9%	50.2%		49.9%	50.2%	
REPAIR WORK									
Revenue	126.0	289.6	(163.6)	1,200.8	1,894.9	(694.1)	1,532.3	2,226.4	(694.1)
Gross Profit (Loss)	39.2	119.0	(79.8)	529.7	791.7	(262.0)	672.4	934.4	(262.0)
Gross Profit Percentage	31.1%	41.1%		44.1%	41.8%		43.9%	42.0%	
ANNUAL INSPECTIONS									
Revenue	5.5	4.5	1.0	934.6	703.3	231.3	936.0	704.7	231.3
Gross Profit (Loss)	1.8	2.2	(0.4)	404.1	351.5	52.6	404.8	352.2	52.6
Gross Profit Percentage	32.7%	50.1%		43.2%	50.0%		43.2%	50.0%	
GUARDIAN CARE									
Revenue	654.5	699.5	(45.0)	5,350.8	5,255.5	95.3	5,981.3	5,886.0	95.3
Gross Profit (Loss)	453.2	537.7	(84.5)	3,774.3	3,875.0	(100.7)	4,216.2	4,316.9	(100.7)
Gross Profit Percentage	69.2%	76.9%		70.5%	73.7%		70.5%	73.3%	
RENTALS									
Revenue	660.8	667.9	(7.1)	7,316.3	7,409.2	(92.9)	7,983.1	8,076.0	(92.9)
Gross Profit (Loss)	628.6	628.9	(0.3)	7,018.8	7,087.1	(68.3)	7,639.5	7,707.8	(68.3)
Gross Profit Percentage	95.1%	94.2%		95.9%	95.7%		95.7%	95.4%	
TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)									
Revenue	1,843.0	2,025.7	(182.7)	17,399.2	18,217.1	(817.9)	19,295.1	20,113.0	(817.9)
Gross Profit (Loss)	1,285.8	1,470.2	(184.4)	13,023.5	13,588.4	(564.9)	14,361.6	14,926.5	(564.9)
Gross Profit Percentage	69.8%	72.6%		74.9%	74.6%		74.4%	74.2%	
Lease/Dep Exp (WH)	102.9	97.9	(5.0)	1,279.8	1,276.4	(3.4)	1,377.6	1,374.3	(3.4)
Lease/Dep Exp (CB)	40.6	44.7	4.1	487.2	491.8	4.6	531.9	536.5	4.6
Advertising	19.7	1.7	(18.0)	180.1	207.6	27.5	250.0	277.5	27.5
Corporate Services	74.3	29.6	(44.7)	394.3	355.9	(38.4)	426.2	387.8	(38.4)
Central Supervision/Admin	30.9	25.9	(4.9)	225.9	304.0	78.1	254.7	332.7	78.1
Bad debt expense	70.0	70.9	0.9	627.0	637.6	10.6	504.9	704.0	199.1
Direct Fringes	145.5	180.0	34.5	1,364.7	1,610.7	246.0	1,542.9	1,805.0	262.1
Overheads	209.0	307.9	98.9	2,906.9	2,981.8	74.9	3,238.8	3,319.7	80.9
EBIT	593.0	711.5	(118.6)	5,557.6	5,722.7	(165.1)	6,234.7	6,189.1	45.6
EBIT %age of Revenues	32.2%	35.1%		31.9%	31.4%		32.3%	30.8%	

TOTAL SERVICE BUSINESS (excludes nonrevenue producing activity)

Revenue

Gross Profit (Loss)

Gross Profit Percentage

Lease/Dep Exp (WH)

Lease/Dep Exp (CB)

Advertising

Corporate Services

Central Supervision/Admin

Bad debt expense

Direct Fringes

Overheads

EBIT

EBIT %age of Revenues



Credit and Franchise Letters

Irrevocable Letters of Credit						
Customer	Address	Bank	Amount	Effective Date	Expiration Date	Letter No. Rep
Active Credit Letters:						
Chestnut Farms c/o The Gatehouse Group	120 Forbes Blvd, Mansfield, MA	Fleet Bank	\$291,542	4/14/03	7/1/05	MS1389050
Expired Credit Letters:						
Ladd Heldenbrand	2 Bay Road, S. Portland, ME	People's Heritage Bank	\$8,050	6/2/99	6/2/00	716
Francis Will		South Shore Savings Bank	\$12,642	11/9/01	11/9/02	01-01-FW
Spickett Commons	9200 East Panorama Circle, Englewood, CA	JPMorgan Chase Bank	\$118,663	6/7/02	6/30/03	D-226413
Liberty Lane	Hampton Industrial Park	Citizens Bank	\$102,765	8/1/98	8/1/03	
Franchise Letters						
Company	Requested Gas Supply Location	Effective Date				
Boston Gas Company	Cathrine Rd, Whitman	9/2/97				
Colonial Gas Company	# 2 & # 7 Connector Road, Andover	6/5/95				
Colonial Gas Company	McGrath Road, Methuen	11/2/90				
Essex County Gas	Brookview Estates, N. Andover	5/16/96				
Essex County Gas	Forest St. Ext, N. Andover	10/7/93				
Key Span Energy	Boxford St., N. Andover	11/13/98				
Key Span Energy	Scituate Tennis Club, 1004 Chief Justice Cushing Highway	9/03				

ATTACHMENT AG-19-01 (f)

Environmental Health & Safety Update

February – October, 2004

EHS Update

Bay State Gas/Northern Utilities

February 25, 2004

Safety Statistics (BSG)

	2003	January	2004 Goal
Days Away From Work (YTD)	4.02	0.12	2.65
OSHA Incidence Rate	10.35	3.26	7.40

- Posters being distributed to follow up on training

ISO Certification Planning

- Begin ED-wide certification in 2004
- Aspect & Impact table for ED being finalized and adopted by BSG/NU
- Awareness training scheduled for 2Q
- Certification Audits scheduled for 3Q

Northern

	2003	January	2004 Goal
Days Away From Work (YTD)	2.74	8.64	2.02
OSHA Incidence Rate	9.03	17.29	8.28

- Meeting to develop guidance to help supervisors respond to employee injury & illness cases held February 18.

Non-Slip Footwear

- Footwear received week of Feb. 23
- Training on use & care to follow
- Custom BSG/NU posters to be distributed this month

Air Quality Surveys

- Results of air quality surveys in Springfield indicate no problems in areas tested (call center, first floor west)

Ergonomics Training

- Training completed week of February 9.
- Report to NiSource with recommendations completed this month

EHS Update

Bay State Gas/Northern Utilities

March 25, 2004

Safety Statistics (BSG)

	January	February	2004 Goal
Days Away From Work (YTD)	0.12	0.07	2.65
OSHA Incidence Rate	3.26	4.39	7.40

Northern

	January	February	2004 Goal
Days Away From Work (YTD)	8.64	4.92	2.02
OSHA Incidence Rate	17.29	9.84	8.28

ISO Certification Planning

(nothing new but work will begin soon)

- Awareness training scheduled for 2Q
- Certification Audits scheduled for 3Q

Safety Committees

- Fully functional safety committees are in place at all five operations centers
- BSG/NU Regional Safety Council meeting scheduled for March 30. Agenda includes achieving safety initiative goals, bringing best practices together, reviewing trends and needs.

EHS Awards

- NiSource Environmental Improvement Award – NU First Place
- Safety Innovation – Bay State Gas Second Place

EHS Update

Bay State Gas/Northern Utilities

April 28, 2004

Safety Statistics (BSG)

	February	March	2004 Goal
Days Away From Work (YTD)	0.07	0.65	2.65
OSHA Incidence Rate	4.39	7.36	7.40

Northern

	February	March	2004 Goal
Days Away From Work (YTD)	4.92	6.96	2.02
OSHA Incidence Rate	9.84	10.51	8.28

Safety Committees

- Work-Site Safety Checklists not being completed and submitted consistently
- BSG/NU Regional Safety Council met March 30. Agenda includes achieving safety initiative goals, bringing best practices together, reviewing trends and needs. Key issues:
 - Fire retardant clothing
 - Live gas work & procedures
 - Lock Out Tag Out

ISO Certification Planning

(nothing new but work will begin soon)

- Awareness training scheduled for 2Q
- Certification Audits scheduled for 3Q

EHS Update

Bay State Gas/Northern Utilities

May 27, 2004

Safety Statistics (BSG)

	March	April	2004 Goal
Days Away From Work (YTD)	0.65	1.35	2.65
OSHA Incidence Rate	7.36	6.69	7.40

Northern

	March	April	2004 Goal
Days Away From Work (YTD)	6.96	5.08	2.02
OSHA Incidence Rate	10.51	10.20	8.28

EHS Audit (Bill St. Cyr comment in Scott's absence)

- Re-audit of Brockton operations on May 25 & 26
- Findings from June 2003 audit were evaluated for completion.

- Results of re-audit indicated all corrective actions taken were satisfactory.
- Three remaining open findings are scheduled to be closed within next 30 days.

EHS Training

- Safety training firm (HST) used by pipeline will begin providing OSHA-mandated training this year (pending scheduling with field operations)
- Training will achieve management system goals for ISO certification

Injury Reporting/Worker's Comp. Notification

- Wallet cards summarizing process to be distributed week of May 31.
- Bonnie Lucas will attend meetings at BSG/NU week of June 28 to answer questions & off assistance on new process.

EHS Update

Bay State Gas/Northern Utilities

June 30, 2004

Safety Statistics (BSG)

	April	May	2004 Goal
Days Away From Work (YTD)	1.35	1.45	2.65
OSHA Incidence Rate	6.69	7.21	7.40

Northern

	April	May	2004 Goal
Days Away From Work (YTD)	5.08	4.14	2.02
OSHA Incidence Rate	10.20	8.30	8.28

Injury Reporting/Worker's Comp. Notification

- Wallet cards summarizing process distributed to all supervisors
- Bonnie Lucas will attend meetings at BSG/NU week of August 2 to answer questions & off assistance on new process.

Regional Safety Council

- Council met on June 29
- Finalized recommendations for live gas work standardization

Other

- Safety Vests – warm-weather mesh alternative identified, under review by Indiana leaders for approval.

EHS Training

- ISO Certification Awareness Training – Currently being delivered in all locations
- Internal Audits scheduled for September

EHS Update

Bay State Gas/Northern Utilities

August 18, 2004

Safety Statistics (BSG)

	July	August	2004 Goal
Days Away From Work (YTD)	1.76	1.55	2.65
OSHA Incidence Rate	7.53	8.17	7.40

Northern

	July	August	2004 Goal
Days Away From Work (YTD)	2.98	2.66	2.02
OSHA Incidence Rate	5.97	5.34	8.28

ISO Certification

- Internal "practice" audits in Brockton, Portsmouth & Portland Sept. 14, 15, and 16.
- Third-party audits scheduled for Nov. 15-19 (Brockton, Springfield, Ludlow, Portsmouth, Portland)

- ISO Certification Awareness Training – 70% complete. Additional training will be necessary before November audits.

Injury Reporting/Worker's Comp. Notification

- Bonnie Lucas working with Travelers to use employee name as data trigger rather than SS#.

Other

- MA Idle Law – Will incorporate review of idle law requirements into EHS training in October.
 - Idling longer than 5 minutes prohibited unless operating equipment.

EHS Update

Bay State Gas/Northern Utilities

September 15, 2004

Safety Statistics (BSG)

	July	August	2004 Goal
Days Away From Work (YTD)	1.76	1.55	2.65
OSHA Incidence Rate	7.53	8.17	7.40

- Third-party audits scheduled for Nov. 15-19 (Brockton, Springfield, Ludlow, Portsmouth, Portland)
- ISO Certification Awareness Training – 70% complete. Additional training will be necessary before November audits.

Northern

	July	August	2004 Goal
Days Away From Work (YTD)	2.98	2.66	2.02
OSHA Incidence Rate	5.97	5.34	8.28

- Bay State had 6 injuries in August, 4 resulted in light duty, none resulted in lost time.
- Northern had no injuries in August.

Injury Reporting/Worker's Comp. Notification

- Bonnie Lucas working with Travelers to use employee name as data trigger rather than SS#.

Other

- MA Idle Law – Will incorporate review of idle law requirements into EHS training in October.
 - Idling longer than 5 minutes prohibited unless operating equipment.

ISO Certification

- Internal “practice” audits in Brockton, Portsmouth & Portland Sept. 14, 15, and 16.

EHS Update

Bay State Gas/Northern Utilities

October 13, 2004

Safety Statistics (BSG)

	Aug.	Sept.	2004 Goal
Days Away From Work (YTD)	1.55	2.17	2.65
OSHA Incidence Rate	8.17	8.45	7.40

Northern

	Aug.	Sept.	2004 Goal
Days Away From Work (YTD)	2.66	2.41	2.02
OSHA Incidence Rate	5.34	6.03	8.28

- Bay State had 7 injuries in September, 3 resulted in lost time
 - Brockton Distribution – Wilfred Pierce fell off wall, lower back
 - Brockton Distribution – Nancy Surette, respiratory irritation from drain cleaner
 - Springfield Warehouse- Judy Russell, fell lost consciousness
- Northern had one injury in September, no lost time.

ISO Certification

- Third-party audits scheduled for Nov. 15-19 (Brockton, Springfield, Ludlow, Portsmouth, Portland)
- ISO Certification Awareness Training ongoing – **Everyone Must Sign Training Attendance Sheets!**
- Met with Systems Operations to review preparation needs
- Records organization – support needed gathering training records

Other

- New Safety Supply Catalogue being distributed
- MA Idle Law – Including as topic during EHS training sessions

ATTACHMENT AG-19-01 (g)

Budget Summary Reports

January – December, 2004

TOTAL OPERATIONS O&M (Dan Cote)									
JANUARY 2004									
	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	286	105	181	286	105	181	2,508	2,508	0
Meter	437	427	10	437	427	10	4,488	4,488	0
Distribution	773	656	117	773	656	117	7,968	7,968	0
Local Admin	38	51	(13)	38	51	(13)	547	547	0
Nor Mngmnt	24	32	(8)	24	32	(8)	310	310	0
Local Total	1,558	1,271	287	1,558	1,271	287	15,821	15,821	0
Service EP&S	434	522	(88)	434	522	(88)	3,556	3,556	0
Admin DGC	40	34	6	40	34	6	372	372	0
Non Utility EP&S	141	149	(8)	141	149	(8)	1,680	1,680	0
Fleet O&M Expense Alloc	266	329	(63)	266	329	(63)	3,959	3,959	0
Total OCM Operations O&M	2,439	2,305	134	2,439	2,305	134	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	372	354	18	372	354	18	3,728	3,728	0
Facilities	242	280	(38)	242	280	(38)	3,246	3,246	0
Environmental Maint NH	0	5	(5)	0	5	(5)	150	150	0
Property Tax Easton LNG	6	7	(1)	6	7	(1)	82	82	0
Total Other Ops	620	646	(26)	620	646	(26)	7,206	7,206	0
TOTAL OPS (old)	3,059	2,951	108	3,059	2,951	108	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	0	7	(7)	0	7	(7)	78	78	0
03270 Metering Admin	12	21	(9)	12	21	(9)	208	208	0
01275 Scheduling	41	40	1	41	40	1	412	412	0
Total Operational Services	53	68	(15)	53	68	(15)	698	698	0
Combined Operations	3,112	3,019	93	3,112	3,019	93	33,292	33,292	0
Cost Element Listing Dan All	2721	2541	180	2721	2541	180	27652		
Non Utility	147	149	-2	147	149	-2	1680		29332
Fleet	266	329	-63	266	329	-63	3959		
	3134	3019	115	3134	3019	115	33291		
O&M	16	0	16	16	0	16			
Non Util	6	0	6	6	0	6			
Total Difference	22	0	22	22	0	22			
Check	2,868	2,690	178	2,868	2,690	178			

TOTAL OPERATIONS O&M (Dan Cote)									
FEBRUARY 2004									
	ACTUAL	MONTH		ACTUAL	YTD		ACTUAL	YEAR END	
		BUDGET	VAR		BUDGET	VAR		BUDGET	VAR
			OVER(UNDER)			OVER(UNDER)			OVER(UNDER)
FIELD OPERATIONS									
Service (Ops)	224	130	94	513	238	275	2,508	2,508	0
Meter	301	345	(44)	738	774	(36)	4,488	4,488	0
Distribution	921	562	359	1,693	1,219	474	7,968	7,968	0
Local Admin	34	40	(6)	73	91	(18)	547	547	0
Nor Mngmnt	16	23	(7)	40	55	(15)	310	310	0
Local Total	1,496	1,100	396	3,057	2,377	680	15,821	15,821	0
Service EP&S	309	361	(52)	742	876	(134)	3,556	3,556	0
Admin DGC	34	29	5	74	63	11	372	372	0
Non Utility EP&S	117	130	(13)	259	278	(19)	1,680	1,680	0
Fleet O&M Expense Alloc	390	329	61	656	659	(3)	3,959	3,959	0
Total OCM Operations O&M	2,346	1,949	397	4,788	4,253	535	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	276	276	0	650	631	19	3,728	3,728	0
Facilities	260	271	(11)	499	551	(52)	3,246	3,246	0
Environmental Maint NH	25	5	20	25	10	15	150	150	0
Property Tax Easton LNG	6	7	(1)	12	14	(2)	82	82	0
Total Other Ops	567	559	8	1,186	1,206	(20)	7,206	7,206	0
TOTAL OPS (old)	2,913	2,508	405	5,974	5,459	515	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	0	7	(7)	0	13	(13)	78	78	0
03270 Metering Admin	10	14	(4)	21	35	(14)	208	208	0
01275 Scheduling	25	31	(6)	66	71	(5)	412	412	0
Total Operational Services	35	52	(17)	87	119	(32)	698	698	0
Combined Operations	2,948	2,560	388	6,061	5,578	483	33,292	33,292	0
Cost Element Listing Dan All	2434	2103	331	5155	4644	511		27652	
Non Utility	119	129	-10	265	279	-14		1680	29332
Fleet	390	329	61	656	659	-3		3959	
	2943	2561	382	6076	5582	494		33291	
O&M	(7)	2	(9)	9	3	6			
Non Util	2	(1)	3	6	1	5			
Total Difference	(5)	1	(6)	15	4	11			
Check	2,553	2,232	321	5,420	4,923	497			

TOTAL OPERATIONS O&M (Dan Cote)								
MARCH 2004								
	ACTUAL	MONTH BUDGET	VAR OVER(UNDER)	ACTUAL	YTD BUDGET	VAR OVER(UNDER)	ACTUAL	YEAR END BUDGET VAR OVER(UNDER)
FIELD OPERATIONS								
Service (Ops)	144	195	(51)	656	432	224	2,508	2,508 0
Meter	335	342	(7)	1,075	1,115	(40)	4,488	4,488 0
Distribution	849	657	192	2,540	1,876	664	7,968	7,968 0
Local Admin	25	54	(29)	99	145	(46)	547	547 0
Nor Mngmnt	19	24	(5)	60	79	(19)	310	310 0
Local Total	1,372	1,272	100	4,430	3,647	783	15,821	15,821 0
Service EP&S	281	280	1	1,023	1,159	(136)	3,556	3,556 0
Admin DGC	36	30	6	110	93	17	372	372 0
Non Utility EP&S	94	105	(11)	358	385	(27)	1,680	1,680 0
Fleet O&M Expense Alloc	363	330	33	1,020	989	31	3,959	3,959 0
Total OCM Operations O&M	2,146	2,017	129	6,941	6,273	668	25,388	25,388 0
OTHER OPERATIONS								
Gas Operations	289	266	23	940	898	42	3,728	3,728 0
Facilities	242	270	(28)	742	820	(78)	3,246	3,246 0
Environmental Maint NH	0	5	(5)	25	15	10	150	150 0
Property Tax Easton LNG	6	7	(1)	18	20	(2)	82	82 0
Total Other Ops	537	548	(11)	1,725	1,753	(28)	7,206	7,206 0
TOTAL OPS (old)	2,683	2,565	118	8,666	8,026	640	32,594	32,594 0
OPERATIONAL SERVICES								
03200 Op Service Admin	8	7	1	8	20	(12)	78	78 0
03270 Metering Admin	8	15	(7)	29	50	(21)	208	208 0
01275 Scheduling	26	31	(5)	93	102	(9)	412	412 0
Total Operational Services	42	53	(11)	130	172	(42)	698	698 0
Combined Operations	2,725	2,618	107	8,796	8,198	598	33,292	33,292 0
Cost Element Listing Dan All	2268	2182	86	7424	6826	598		27652
Non Utility	95	105	-10	361	384	-23		1680
Fleet	363	330	33	1,020	989	31		3959
	2726	2617	109	8805	8199	606		33291
O&M	0	(1)	1	6	2	4		
Non Util	1	0	1	3	(1)	4		
Total Difference	1	(1)	2	9	1	8		
Check	2,363	2,287	76	7,785	7,210	575		

TOTAL OPERATIONS O&M (Dan Cote)									
MAY 13TH REVISION			APRIL 2004						
	ACTUAL	MONTH BUDGET	VAR	ACTUAL	YTD BUDGET	VAR	ACTUAL	YEAR END BUDGET	VAR
			OVER(UNDER)			OVER(UNDER)			OVER(UNDER)
FIELD OPERATIONS									
Service (Ops)	219	296	(77)	874	729	145	2,508	2,508	0
Meter	376	410	(34)	1,448	1,525	(77)	4,488	4,488	0
Distribution	889	748	141	3,429	2,623	806	7,968	7,968	0
Local Admin	21	38	(17)	121	182	(61)	547	547	0
Nor Mngmnt	18	24	(6)	78	104	(26)	310	310	0
Local Total	1,523	1,516	7	5,950	5,163	787	15,821	15,821	0
Service EP&S	319	240	79	1,345	1,400	(55)	3,556	3,556	0
Admin DGC	35	31	4	145	124	21	372	372	0
Non Utility EP&S	90	93	(3)	448	477	(29)	1,680	1,680	0
Fleet O&M Expense Alloc	319	329	(10)	1,338	1,318	20	3,959	3,959	0
Total OCM Operations O&M	2,286	2,209	77	9,226	8,482	744	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	300	331	(31)	1,239	1,229	10	3,728	3,728	0
Facilities	235	260	(25)	976	1,081	(105)	3,246	3,246	0
Environmental Maint NH	6	5	1	31	20	11	150	150	0
Property Tax Easton LNG	4	7	(3)	22	27	(5)	82	82	0
Total Other Ops	545	603	(58)	2,268	2,357	(89)	7,206	7,206	0
TOTAL OPS (old)	2,831	2,812	19	11,494	10,839	655	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	2	7	(5)	10	26	(16)	78	78	0
03270 Metering Admin	8	19	(11)	37	70	(33)	208	208	0
01275 Scheduling	33	37	(4)	125	139	(14)	412	412	0
Total Operational Services	43	63	(20)	172	235	(63)	698	698	0
Combined Operations	2,874	2,875	(1)	11,666	11,074	592	33,292	33,292	0
Cost Element Listing Dan All	2475	2451	24	9899	9277	622		27652	
Non Utility	90	93	-3	450	477	-27		1680	
Fleet	319	329	-10	1,338	1,318	20		3959	
	2884	2873	11	11687	11072	615		33291	
O&M	10	(2)	12	19	(2)	21			
Non Util	0	0	0	2	0	2			
Total Difference	10	(2)	12	21	(2)	23			
Check	2,565	2,544	21	10,349	9,754	595			
									29332

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)									
MAY 2004									
Expanded Group 061804 incl Tech Ops, Data Entry Dispatch & Meter Shop									
	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
			OVER(UNDER)			OVER(UNDER)			OVER(UNDER)
FIELD OPERATIONS									
Service (Ops)	194	250	(56)	1,070	978	92	2,508	2,508	0
Meter	325	339	(14)	1,770	1,864	(94)	4,488	4,488	0
Distribution	635	684	(49)	4,066	3,305	761	7,968	7,968	0
Local Admin	24	39	(15)	145	222	(77)	547	547	0
Nor Mngmnt	18	24	(6)	95	127	(32)	310	310	0
Local Total	1,196	1,336	(140)	7,146	6,496	650	15,821	15,821	0
Service EP&S	264	186	78	1,607	1,585	22	3,556	3,556	0
Admin DGC	31	29	2	176	153	23	372	372	0
Non Utility EP&S	111	114	(3)	559	590	(31)	1,680	1,680	0
Fleet O&M Expense Alloc	338	329	9	1,677	1,648	29	3,959	3,959	0
Total OCM Operations O&M	1,940	1,994	(54)	11,165	10,472	693	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	290	321	(31)	1,529	1,550	(21)	3,728	3,728	0
Facilities	231	255	(24)	1,207	1,336	(129)	3,246	3,246	0
Environmental Maint NH	6	16	(10)	37	36	1	150	150	0
Property Tax Easton LNG	6	7	(1)	28	34	(6)	82	82	0
Total Other Ops	533	599	(66)	2,801	2,956	(155)	7,206	7,206	0
TOTAL OPS (old)	2,473	2,593	(120)	13,966	13,428	538	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	1	7	(6)	10	33	(23)	78	78	0
03270 Metering Admin	8	15	(7)	45	84	(39)	208	208	0
01275 Scheduling	26	31	(5)	152	170	(18)	412	412	0
Total Operational Services	35	53	(18)	207	287	(80)	698	698	0
Adjust to Cost Element	(2)	(3)	1	21	(1)	22			
Combined Operations	2,506	2,643	(137)	14,194	13,714	480	33,292	33,292	0
01271 Dispatch	55	54	1	301	270	31	655	655	0
01280 Data Entry	8	19	(11)	43	99	(56)	245	245	0
02130 Meter Shop	85	81	4	414	432	(18)	1,056	1,056	0
03140 Tech Ops all 140/260	34	22	12	169	99	70	307	307	0
Total Additions to Operations	182	176	6	927	900	27	2,263	2,263	0
TOTAL EXPANDED OPERATIONS	2,688	2,819	(131)	15,121	14,614	507	35,555	35,555	0

TOTAL OPERATIONS O&M (Dan Cote)									
1st Draft 070904									
JUNE 2004									
	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	219	238	(19)	1,285	1,216	69	2,508	2,508	0
Meter	403	340	63	2,181	2,206	(25)	4,488	4,488	0
Distribution	847	699	148	4,915	4,006	909	7,968	7,968	0
Local Admin	23	51	(28)	167	274	(107)	547	547	0
Nor Mngmnt	18	24	(6)	114	151	(37)	310	310	0
Local Total	1,510	1,352	158	8,662	7,853	809	15,821	15,821	0
Service EP&S	137	183	(46)	1,742	1,768	(26)	3,556	3,556	0
Admin DGC	30	30	0	206	183	23	372	372	0
Non Utility EP&S	102	117	(15)	661	708	(47)	1,680	1,680	0
Fleet O&M Expense Alloc	330	330	0	2,007	1,978	29	3,959	3,959	0
Total OCM Operations O&M	2,109	2,012	97	13,278	12,490	788	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	274	311	(37)	1,804	1,861	(57)	3,728	3,728	0
Facilities	235	261	(26)	1,442	1,597	(155)	3,246	3,246	0
Environmental Maint NH	15	16	(1)	52	52	0	150	150	0
Property Tax Easton LNG	6	7	(1)	34	41	(7)	82	82	0
Total Other Ops	530	595	(65)	3,332	3,551	(219)	7,206	7,206	0
TOTAL OPS (old)	2,639	2,607	32	16,610	16,041	569	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	3	7	(4)	13	39	(26)	78	78	0
03270 Metering Admin	8	15	(7)	53	99	(46)	208	208	0
01275 Scheduling	25	31	(6)	176	201	(25)	412	412	0
Total Operational Services	36	53	(17)	242	339	(97)	698	698	0
Combined Operations	2,675	2,660	15	16,852	16,380	472	33,292	33,292	0
Cost Element Listing Dan All	2229	2214	15	14187	13691	496	27652		
Non Utility	103	117	-14	663	707	-44	1680		29332
Fleet	330	330	0	2,007	1,978	29	3959		
	2662	2661	1	16857	16376	481	33291		
O&M	(14)	1	(15)	3	(3)	6			
Non Util	1	0	1	2	(1)	3			
Total Difference	(13)	1	(14)	5	(4)	9			
Check	2,332	2,331	1	14,850	14,398	452			
				16848	16,375				
				(4)	(5)				
	2,243			14,184					

TOTAL OPERATIONS O&M (Dan Cote)									
1st Draft 081004	JULY 2004								
	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	264	356	(92)	1,547	1,573	(26)	2,508	2,508	0
Meter	452	419	33	2,633	2,624	9	4,488	4,488	0
Distribution	818	765	53	5,732	4,769	963	7,968	7,968	0
Local Admin	41	49	(8)	208	322	(114)	547	547	0
Nor Mngmnt	25	32	(7)	138	183	(45)	310	310	0
Local Total	1,600	1,621	(21)	10,258	9,471	787	15,821	15,821	0
Service EP&S	258	154	104	2,000	1,921	79	3,556	3,556	0
Admin DGC	48	34	14	255	217	38	372	372	0
Non Utility EP&S	143	154	(11)	805	861	(56)	1,680	1,680	0
Fleet O&M Expense Alloc	353	329	24	2,360	2,307	53	3,959	3,959	0
Total OCM Operations O&M	2,402	2,292	110	15,678	14,777	901	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	358	349	9	2,161	2,210	(49)	3,728	3,728	0
Facilities	277	274	3	1,719	1,872	(153)	3,246	3,246	0
Environmental Maint NH	17	16	1	70	69	1	150	150	0
Property Tax Easton LNG	6	7	(1)	40	48	(8)	82	82	0
Total Other Ops	658	646	12	3,990	4,199	(209)	7,206	7,206	0
TOTAL OPS (old)	3,060	2,938	122	19,668	18,976	692	32,594	32,594	0
OPERATIONAL SERVICES									
03200 Op Service Admin	2	7	(5)	15	46	(31)	78	78	0
03270 Metering Admin	12	26	(14)	65	125	(60)	208	208	0
01275 Scheduling	39	40	(1)	215	241	(26)	412	412	0
Total Operational Services	53	73	(20)	295	412	(117)	698	698	0
Combined Operations	3,113	3,011	102	19,963	19,388	575	33,292	33,292	0
Cost Element Listing Dan All	2610	2532	78	16797	16222	575	27652		
Non Utility	144	154	-10	807	862	-55	1680		29332
Fleet	353	329	24	2,360	2,307	53	3959		
	3107	3015	92	19964	19391	573	33291		
O&M	(7)	4	(11)	(1)	2	(3)			
Non Util	1	0	1	2	1	1			
Total Difference	(6)	4	(10)	1	3	(2)			
Check	2,754	2,686	68	17,604	17,084	520			
Prior Month plus Current Month				19955	19,368				
				(8)	(20)				
O&M Comp ABC	2,617			16,798					

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)

2nd Draft 092304

AUGUST 2004

Bay State Gas Company

D.T.E. 05-27

Attachment AG-19-1(g)

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	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
			OVER(UNDER)			OVER(UNDER)			OVER(UNDER)
FIELD OPERATIONS									
Service (Ops)	215	254	(39)	1,763	1,827	(64)	2,508	2,508	0
Meter	380	345	35	3,013	2,969	44	4,488	4,488	0
Distribution	746	680	66	6,463	5,449	1,014	7,968	7,968	0
Local Admin	29	38	(9)	236	360	(124)	547	547	0
Nor Mngmnt	17	23	(6)	156	207	(51)	310	310	0
Local Total	1,387	1,340	47	11,631	10,812	819	15,821	15,821	0
Service EP&S	162	166	(4)	2,162	2,087	75	3,556	3,556	0
Admin DGC	38	29	9	293	246	47	372	372	0
Non Utility EP&S	187	164	23	992	1,026	(34)	1,680	1,680	0
Fleet O&M Expense Alloc	358	329	29	2,718	2,636	82	3,959	3,959	0
Total OCM Operations O&M	2,132	2,028	104	17,796	16,807	989	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	246	290	(44)	2,411	2,501	(90)	3,728	3,728	0
Facilities	246	269	(23)	1,961	2,142	(181)	3,246	3,246	0
Environmental Maint NH	3	16	(13)	73	85	(12)	150	150	0
Property Tax Easton LNG	6	7	(1)	46	54	(8)	82	82	0
Total Other Ops	501	582	(81)	4,491	4,782	(291)	7,206	7,206	0
TOTAL OPS (old)	2,633	2,610	23	22,287	21,589	698	32,594	32,594	0
Engineering/Support/Meter Shop									
01271 Dispatch	57	54	3	491	434	57	655	655	0
01275 Scheduling	31	31	0	246	273	(27)	412	412	0
01280 Data Entry	8	19	(11)	68	160	(92)	245	245	0
02130 Meter Shop	45	81	(36)	557	695	(138)	1,056	1,056	0
03140 Engineering	17	59	(42)	147	211	(64)	307	307	0
03200 Op Service Admin	1	7	(6)	16	52	(36)	78	78	0
03270 Metering Admin	8	14	(6)	73	139	(66)	208	208	0
Total Operational Services	167	265	(98)	1,598	1,964	(366)	2,961	2,961	0
Combined Operations	2,800	2,875	(75)	23,885	23,553	332	35,555	35,555	0
Cost Element Listing Dan All	2248	2381	-133	20187	19890	297		29916	
Non Utility	188	164	24	995	1,026	-31		1680	31596
Fleet	358	329	29	2,718	2,636	82		3959	
	2794	2874	-80	23900	23552	348		35555	
O&M	(7)	(1)	(6)	12	(1)	13			
Non Util	1	0	1	3	0	3			
Total Difference	(6)	(1)	(5)	15	(1)	16			
Check	2,436	2,545	(109)	21,182	20,916	266			
Prior Month plus Current Month				0	0				
				(23,885)	(23,553)				
O&M Comp ABC	2,255			20,175					

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)

1ST Draft 100804

SEPTEMBER 2004

Bay State Gas Company

D.T.E. 05-27

Attachment AG-19-1(g)

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	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
			OVER(UNDER)			OVER(UNDER)			OVER(UNDER)
FIELD OPERATIONS									
Service (Ops)	174	268	(94)	1,937	2,094	(157)	2,508	2,508	0
Meter	419	342	77	3,430	3,312	118	4,488	4,488	0
Distribution	872	668	204	7,335	6,130	1,205	7,968	7,968	0
Local Admin	26	50	(24)	262	409	(147)	547	547	0
Nor Mngmnt	18	24	(6)	174	230	(56)	310	310	0
Local Total	1,509	1,352	157	13,138	12,175	963	15,821	15,821	0
Service EP&S	174	189	(15)	2,344	2,265	79	3,556	3,556	0
Admin DGC	36	30	6	329	276	53	372	372	0
Non Utility EP&S	188	167	21	1,180	1,191	(11)	1,680	1,680	0
Fleet O&M Expense Alloc	293	330	(37)	3,010	2,967	43	3,959	3,959	0
Total OCM Operations O&M	2,200	2,068	132	20,001	18,874	1,127	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	278	268	10	2,689	2,770	(81)	3,728	3,728	0
Facilities	257	272	(15)	2,221	2,412	(191)	3,246	3,246	0
Environmental Maint NH	6	16	(10)	79	101	(22)	150	150	0
Property Tax Easton LNG	6	7	(1)	51	61	(10)	82	82	0
Total Other Ops	547	563	(16)	5,040	5,344	(304)	7,206	7,206	0
TOTAL OPS (old)	2,747	2,631	116	25,041	24,218	823	32,594	32,594	0
Engineering/Support/Meter Shop									
01271 Dispatch	58	56	2	549	490	59	655	655	0
01275 Scheduling	32	31	1	278	304	(26)	412	412	0
01280 Data Entry	7	23	(16)	75	183	(108)	245	245	0
02130 Meter Shop	97	91	6	654	786	(132)	1,056	1,056	0
03140 Engineering	13	26	(13)	160	237	(77)	307	307	0
03200 Op Service Admin	4	7	(3)	21	59	(38)	78	78	0
03270 Metering Admin	8	14	(6)	81	153	(72)	208	208	0
Total Operational Services	219	248	(29)	1,818	2,212	(394)	2,961	2,961	0
Combined Operations	2,966	2,879	87	26,859	26,430	429	35,555	35,555	0
Cost Element Listing Dan All	2489	2373	116	22671	22264	407		29916	
Non Utility	188	167	21	1,183	1,192	-9		1680	31596
Fleet	293	330	-37	3,010	2,967	43		3959	
	2970	2870	100	26864	26423	441		35555	
O&M	4	(9)	13	2	(8)	10			
Non Util	0	0	0	3	1	2			
Total Difference	4	(9)	13	5	(7)	12			
Check	2,677	2,540	137	23,854	23,456	398			
Prior Month plus Current Month				0	0				
				(26,859)	(26,430)				
O&M Comp ABC	2,485			22,669					

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)

1ST Draft 111004

OCTOBER 2004

Bay State Gas Company

D.T.E. 05-27

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	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	236	108	128	2,174	2,202	(28)	2,508	2,508	0
Meter	459	412	47	3,886	3,724	162	4,488	4,488	0
Distribution	936	661	275	8,256	6,781	1,475	7,968	7,968	0
Local Admin	50	38	12	325	448	(123)	547	547	0
Nor Mngmnt	22	24	(2)	196	255	(59)	310	310	0
Local Total	1,703	1,243	460	14,837	13,410	1,427	15,821	15,821	0
Service EP&S	401	501	(100)	2,745	2,768	(23)	3,556	3,556	0
Admin DGC	31	31	0	360	307	53	372	372	0
Non Utility EP&S	196	211	(15)	1,379	1,403	(24)	1,680	1,680	0
Fleet O&M Expense Alloc	373	329	44	3,383	3,296	87	3,959	3,959	0
Total OCM Operations O&M	2,704	2,315	389	22,704	21,184	1,520	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	336	323	13	3,022	3,090	(68)	3,728	3,728	0
Facilities	271	271	0	2,493	2,683	(190)	3,246	3,246	0
Environmental Maint NH	3	16	(13)	82	118	(36)	150	150	0
Property Tax Easton LNG	6	7	(1)	57	68	(11)	82	82	0
Total Other Ops	616	617	(1)	5,654	5,959	(305)	7,206	7,206	0
TOTAL OPS (old)	3,320	2,932	388	28,358	27,143	1,215	32,594	32,594	0
Engineering/Support/Meter Shop									
01271 Dispatch	66	54	12	615	544	71	655	655	0
01275 Scheduling	44	37	7	322	341	(19)	412	412	0
01280 Data Entry	10	19	(9)	85	203	(118)	245	245	0
02130 Meter Shop	96	89	7	750	874	(124)	1,056	1,056	0
03140 Engineering	12	26	(14)	173	263	(90)	307	307	0
03200 Op Service Admin	3	6	(3)	23	65	(42)	78	78	0
03270 Metering Admin	8	20	(12)	89	173	(84)	208	208	0
Total Operational Services	239	251	(12)	2,057	2,463	(406)	2,961	2,961	0
Combined Operations	3,559	3,183	376	30,415	29,606	809	35,555	35,555	0
Cost Element Listing Dan All	2995	2642	353	25666	24905	761		29916	31596
Non Utility	196	211	-15	1,379	1,403	-24		1680	
Fleet	373	329	44	3,383	3,296	87		3959	
	3564	3182	382	30428	29604	824		35555	
O&M	5	(1)	6	13	(2)	15			
Non Util	0	0	0	0	0	0			
Total Difference	5	(1)	6	13	(2)	15			
Check	3,191	2,853	338	27,045	26,308	737			
Prior Month plus Current Month				0	0				
				(30,415)	(29,606)				
O&M Comp ABC	2,990			25,653					

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)									
1ST Draft 121004	NOVEMBER 2004						Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 12 of 25		
	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	174	133	41	2,348	2,335	13	2,508	2,508	0
Meter	397	343	54	4,284	4,067	217	4,488	4,488	0
Distribution	782	551	231	9,038	7,332	1,706	7,968	7,968	0
Local Admin	31	37	(6)	356	486	(130)	547	547	0
Nor Mngmnt	47	24	23	243	278	(35)	310	310	0
Local Total	1,431	1,088	343	16,269	14,498	1,771	15,821	15,821	0
Service EP&S	330	370	(40)	3,062	3,137	(75)	3,556	3,556	0
Admin DGC	27	29	(2)	387	336	51	372	372	0
Non Utility EP&S	274	149	125	1,648	1,551	97	1,680	1,680	0
Fleet O&M Expense Alloc	284	329	(45)	3,669	3,626	43	3,959	3,959	0
Total OCM Operations O&M	2,346	1,965	381	25,035	23,148	1,887	25,388	25,388	0
OTHER OPERATIONS									
Gas Operations	323	302	21	3,343	3,394	(51)	3,728	3,728	0
Facilities	203	272	(69)	2,695	2,955	(260)	3,246	3,246	0
Environmental Maint NH	6	16	(10)	88	134	(46)	150	150	0
Property Tax Easton LNG	6	7	(1)	63	75	(12)	82	82	0
Total Other Ops	538	597	(59)	6,189	6,558	(369)	7,206	7,206	0
TOTAL OPS (old)	2,884	2,562	322	31,224	29,706	1,518	32,594	32,594	0
Engineering/Support/Meter Shop									
01271 Dispatch	69	54	15	684	599	85	655	655	0
01275 Scheduling	35	32	3	357	372	(15)	412	412	0
01280 Data Entry	8	19	(11)	93	222	(129)	245	245	0
02130 Meter Shop	100	81	19	850	955	(105)	1,056	1,056	0
03140 Engineering	11	22	(11)	183	285	(102)	307	307	0
03200 Op Service Admin	2	7	(5)	23	72	(49)	78	78	0
03270 Metering Admin	8	15	(7)	97	188	(91)	208	208	0
Total Operational Services	233	230	3	2,287	2,693	(406)	2,961	2,961	0
Combined Operations	3,117	2,792	325	33,511	32,399	1,112	35,555	35,555	0
Cost Element Listing Dan All	2543	2312	231	28210	27217	993		29916	
Non Utility	272	149	123	1,651	1,552	99		1680	31596
Fleet	284	329	-45	3,669	3,626	43		3959	
	3099	2790	309	33530	32395	1135		35555	
O&M	(16)	(2)	(14)	16	(5)	21			
Non Util	(2)	0	(2)	3	1	2			
Total Difference	(18)	(2)	(16)	19	(4)	23			
Check	2,815	2,461	354	29,861	28,769	1,092			
Prior Month plus Current Month				0	0				
				(33,511)	(32,399)				
O&M Comp ABC	2,559			28,194					

TOTAL EXPANDED OPERATIONS O&M (Dan Cote)

Final Draft 012405

DECEMBER 2004

Bay State Gas Company

D.T.E. 05-27

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	MONTH			YTD			YEAR END		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
	OVER(UNDER)			OVER(UNDER)			OVER(UNDER)		
FIELD OPERATIONS									
Service (Ops)	238	173	65	2,587	2,508	79	2,587	2,508	79
Meter	450	422	28	4,734	4,488	246	4,734	4,488	246
Distribution	692	636	56	9,730	7,968	1,762	9,730	7,968	1,762
Local Admin	46	63	(17)	402	547	(145)	402	547	(145)
Nor Mngmnt	24	32	(8)	266	310	(44)	266	310	(44)
Local Total	1,450	1,326	124	17,719	15,821	1,898	17,719	15,821	1,898
Service EP&S	418	419	(1)	3,480	3,556	(76)	3,480	3,556	(76)
Admin DGC	36	35	1	423	372	51	423	372	51
Non Utility EP&S	171	127	44	1,818	1,680	138	1,818	1,680	138
Fleet O&M Expense Alloc	530	333	197	4,199	3,959	240	4,199	3,959	240
Total OCM Operations O&M	2,605	2,240	365	27,639	25,388	2,251	27,639	25,388	2,251
OTHER OPERATIONS									
Gas Operations	446	335	111	3,787	3,728	59	3,787	3,728	59
Facilities	265	291	(26)	2,958	3,246	(288)	2,958	3,246	(288)
Environmental Maint NH	12	16	(4)	100	150	(50)	100	150	(50)
Property Tax Easton LNG	6	7	(1)	69	82	(13)	69	82	(13)
Total Other Ops	729	649	80	6,914	7,206	(292)	6,914	7,206	(292)
TOTAL OPS (old)	3,334	2,889	445	34,553	32,594	1,959	34,553	32,594	1,959
Engineering/Support/Meter Shop									
01271 Dispatch	92	56	36	776	655	121	776	655	121
01275 Scheduling	46	40	6	403	412	(9)	403	412	(9)
01280 Data Entry	9	23	(14)	103	245	(142)	103	245	(142)
02130 Meter Shop	97	101	(4)	947	1,056	(109)	947	1,056	(109)
03140 Engineering	20	22	(2)	204	307	(103)	204	307	(103)
03200 Op Service Admin	2	7	(5)	27	78	(51)	27	78	(51)
03270 Metering Admin	19	21	(2)	116	208	(92)	116	208	(92)
Total Operational Services	285	270	15	2,576	2,961	(385)	2,576	2,961	(385)
Combined Operations	3,619	3,159	460	37,129	35,555	1,574	37,129	35,555	1,574
Cost Element Listing Dan All	2912	2698	214	31121	29916	1205		29916	
Non Utility	171	128	43	1,822	1,680	142		1680	
Fleet	530	333	197	4,199	3,959	240		3959	
	3613	3159	454	37142	35555	1587		35555	
O&M	(6)	(1)	(5)	9	0	9			
Non Util	0	1	(1)	4	0	4			
Total Difference	(6)	0	(6)	13	0	13			
Check	3,083	2,826	257	32,943	31,596	1,347			
Prior Month plus Current Month				0	0				
				(37,129)	(35,555)				
O&M Comp ABC	2,918			31,112					

31596

2ND DRAFT	BSG/NU Summary				Bay State Gas Company	
	Field Operations				D.T.E. 05:27	
	January 2004 Variance Analysis by Cost Element				Attachment AG-19-1(g)	
	MONTH				Page 14 of 25	
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	376	398	(22)	- one Distribution Inspector, Brockton, Mass - two Clerks, Distribution, Brockton, Mass - one Gas Operations LNG Supervisor, Brockton - one Distribution Operator Springfield, Mass - one Service Technician Springfield, Mass - two Service Technician Lawrence, Mass - three Service Technician Portsmouth, NH - one FOL position Portsmouth, NH - one Distribution Operator, Portland, Maine - three Meter/Svc/Ert BSG - six LTD, position to be filled, Bro 3, Law 1, Spr 2	Fill Fill Approved Fill Fill Fill Approved Approved Fill Fill Fill	
No. of Employees - Total	376	398	(22)			
Gross Payroll	2,651,400	2,654,100	(2,700)	Savings from vacancies estimated at \$110K Estimated OT Offset \$107		
Labor Transfers	589,000	816,400	(227,400)	-Capital to O&M		
Net Labor (1010)	2,062,400	1,837,700	224,700	Brockton Overtime for Leak repair, Locates and Odor Calls \$87K Guardian Care overtime \$37K All other Customer Service Overtime mostly EP&S \$139K Savings from vacancies estimated at \$53K Charges to be moved out of Field Operations O&M for Meter Reading and Field Collections \$14K		Permanent Timing Timing Permanent Timing
Materials & Supplies (20XX)	247,600	236,500	11,100	Office Supplies \$10.2K		Timing
Outside Services (3XXX)	164,000	227,400	(63,400)	Facilities Outside Services(\$13K) Gas Operations Outside Equipment & Services (\$17K) Distribution Contractors, Surveys and Locates(\$23K) Environmental Maintenance & Other (\$10.4K)		Permanent Timing Timing Timing
Rents & Leases (40XX)	183,400	170,200	13,200	Bldg Lease underran \$1.8 Uniforms \$9.3 Other \$5.7 includes mischarge of Radio Tower \$2.3		Timing Timing Timing
Non Utility EP&S (49XX)	146,500	149,400	(2,900)	Represents Install Work		Permanent
Employee Expenses (50XX)	23,800	19,700	4,100	Transportation \$1.8 Training and Other \$2.3		Permanent Timing
Utilities (60XX)	59,800	54,800	5,000	Primarily Water		Timing
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(19,500)	(12,400)	(7,100)	Reimbursed Contractor Damages & other revenues		Permanent
Clearing Accts. - Fleet (95XX)	266,700	329,300	(62,600)	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Timing
All Other	-	7,100	(7,100)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	3,134,700	3,019,700	115,000			

3RD & FINAL DRAFT	BSG/NU Summary					Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 15 of 25
	Field Operations					
	February 2004 Variance Analysis by Cost Element					
	MONTH					
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Permanent/ Timing	
No. of Employees - Regular	376	398	(22)	- one Distribution Inspector, Brockton, Mass - two Clerks, Distribution, Brockton, Mass - one Gas Operations LNG Supervisor, Brockton - two Distribution Operator Springfield, Mass - one Service Technician Lawrence, Mass - one Meter Technician Lawrence, Mass - two Service Technician Portsmouth, NH - one Instrument Technician Portsmouth, NH - one OCM position Portsmouth, NH - one FOL position Portsmouth, NH - one Service Technician, Portland, Maine - three ERT Installers/Technicians BSG - five LTD, position to be filled, Bro 2, Law 1, Spr 2	Current Status Filled March Fill Filled March Fill in March Fill Fill in March Fill in March Fill in March Filled March Approved o/s one filled, two to fill Fill	
No. of Employees - Total	376	398	(22)			
Gross Payroll	2,019,300	2,113,100	(93,800)	Savings from vacancies estimated at \$88K Other Savings of \$6K		
Labor Transfers	404,500	672,900	(268,400)	-Capital to O&M		
Net Labor (1010)	1,614,800	1,440,200	174,600	Brockton Overtime for Leak repair , Locates and Odor Calls \$84.4 All other location Leak Repair Main additional labor & OT \$69.9K Guardian Care overtime estimated at \$24.7 All other mostly EP&S (\$8.3)? Additional Union Regular Pay \$17.9K Charges moved out of Field Operations O&M for Meter Reading and Field Collections from prior month \$14K	Permanent Timing Timing Timing Permanent Timing	
Materials & Supplies (20XX)	231,400	204,500	26,900	Office Supplies \$5.0K Tools & Equipment and Other \$21.9K???	Timing	
Outside Services (3XXX)	363,800	219,500	144,300	Facilities Outside Services (\$4.4) Gas Operations Outside Equipment & Services (\$2.2) Distribution Contractors, Surveys and Locates \$117.2 Environmental Maintenance \$25K CC Technologies/ Monson Palmer Line investigation \$14.3K	Permanent Timing Timing Timing Permanent	
Rents & Leases (40XX)	164,600	170,200	(5,600)	Bldg Lease underran \$2.0 Uniforms underrun \$5.2 Other overrun \$1.6	Timing Timing Timing	
Non Utility EP&S (49XX)	118,900	129,400	(10,500)	Represents Install Work	Permanent	
Employee Expenses (50XX)	13,900	19,300	(5,400)	Transportation \$1.0 Training and Other (\$6.4)	Permanent Timing	
Utilities (60XX)	72,900	54,900	18,000	Primarily Electric & Water	Timing	
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(26,200)	(12,400)	(13,800)	Reimbursed Contractor Damages & other revenues	Permanent	
Clearing Accts. - Fleet (95XX)	389,600	329,300	60,300	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun	Timing	
All Other	400	7,000	(6,600)	Bill Enclosures (DTE,PUC)	Permanent	
Total O & M	2,944,100	2,561,900	382,200			

				BSG/NU Summary				
				Field Operations				
2ND Draft				MARCH 2004 Variance Analysis by Cost Element			Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 16 of 25	
				MONTH				
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances			Permanent/ Timing	
No. of Employees - Regular	375	398	(23)	- one Distribution Inspector, Brockton, Mass - two Clerks, Distribution, Brockton,Mass - one Electrician, Gas Operations, Springfield Mass - one Distribution Operator Springfield, Mass - one Clerk, Customer Service, Springfield Mass - one Distribution Operator, Lawrence, Mass - one Service Technician Lawrence, Mass - one Meter Technician Lawrence, Mass - two Service Technician Portsmouth, NH - one Instrument Technician Portsmouth, NH - one OCM position Portsmouth,NH - one Service Technician, Portland, Maine - four ERT installers/Technicians BSG - five LTD, position to be filled, Bro 2, Law 1,Spr 2			Current Status Filled March Fill Fill Fill Fill Fill Fill Fill in April Fill in April Fill in April Approved o/s Fill Fill	
No. of Employees - Total	375	398	(23)					
Gross Payroll	1,863,100	2,068,400	(205,300)	Savings from vacancies estimated at \$92K Other Savings of \$113K				
Labor Transfers	440,600	635,400	(194,800)	-Capital to O&M				
Net Labor (1010)	1,422,500	1,433,000	(10,500)	Brockton Overtime for Leak repair , Locates and Odor Calls \$40K All other location Leak Repair Main additional labor & OT \$12K Guardian Care overtime estimated at \$30K All other incl rest of EP&S, Meter and Dist work(\$71.2K)? Additional Union Regular Pay \$10.1K Waivers for medical removed (\$31.4K)			Permanent Timing Timing Timing Permanent Timing	
Materials & Supplies (20XX)	222,600	209,400	13,200	Office Supplies \$8.6K Tools & Equipment and Other \$4.6K			Timing Timing	
Outside Services (3XXX)	347,000	298,500	48,500	Facilities Outside Services (\$2.3K) Gas Operations Outside Equipment & Services (\$17.6) Distribution Contractors, Surveys and Locates \$23.8 Environmental Maintenance (\$4.9) CC Technologies/ Monson Palmer Line investigation \$12.3K Transfer from Tech Ops, Operations charges \$37.2K			Permanent Timing Timing Timing Permanent Timing	
Rents & Leases (40XX)	163,600	170,200	(6,600)	Bldg Lease underran \$2.2 Uniforms underrun \$5.0 Other overrun \$0.6			Timing Timing Timing	
Non Utility EP&S (49XX)	94,900	105,200	(10,300)	Represents Install Work			Permanent	
Employee Expenses (50XX)	32,000	21,200	10,800	Transportation & Lodging \$8.6 Training and Other \$2.2			Permanent Timing	
Utilities (60XX)	74,000	54,700	19,300	Primarily Electric & Water			Permanent	
Misc. Revenues (88XX)								
Misc. Expenses (8900)	5,400	(12,400)	17,800	Reimbursed Contractor Damages & other revenues \$16.7 under Permits esp Mass Turnpike \$34.5			Permanent Permanent	
Clearing Accts. - Fleet (95XX)	363,300	330,300	33,000	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun			Permanent	
All Other	600	6,900	(6,300)	Bill Enclosures (DTE,PUC)			Permanent	
Total O & M	2,725,900	2,617,000	108,900					

Final Draft				BSG/NU Summary		Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 17 of 25
				Field Operations		
				APRIL 2004 Variance Analysis by Cost Element		
				MONTH		
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	387	398	(11)	- one Cus Service Tech Northampton, Mass - one Electrician, Gas Operations, Springfield Mass - one Service Technician Lawrence, Mass - one Meter Technician Lawrence, Mass - one Service Technician Portsmouth, NH - one OCM position Portsmouth, NH - three Technicians BSG - two LTD, position to be filled, Law 1, Spr 1	Fill Fill Fill Fill Fill Fill Fill Fill	
No. of Employees - Total	387	398	(11)			
Gross Payroll	2,379,600	2,424,000	(44,400)	Savings from vacancies estimated at \$55K Other principally OT \$10.6		
Labor Transfers	640,800	692,900	(52,100)	-Capital to O&M		
Net Labor (1010)	1,738,800	1,731,100	7,700	Brockton Overtime for Leak repair , Locates and Odor Calls \$26K All other location Leak Repair Main additional labor & OT \$13K Guardian Care overtime estimated at \$38K All other incl rest of EP&S, Meter and Dist work (\$54.4K)? Estimated Savings on vacancies (\$14.9K)		Permanent Timing Timing Timing Permanent
Materials & Supplies (20XX)	209,700	183,800	25,900	Office Supplies \$8.0K Tools & Equipment and Other \$17.9K		Timing Timing
Outside Services (3XXX)	267,200	297,400	(30,200)	Facilities Outside Services (\$15K) Gas Operations Outside Equipment & Services (\$15K) Distribution Contractors, Surveys and Locates (\$6.2K) Environmental Maintenance \$1K CC Technologies/ Monson Palmer Line investigation \$5K		Permanent Timing Timing Timing Permanent
Rents & Leases (40XX)	182,900	170,200	12,700	Bldg Lease underran \$3.7 Uniforms overran \$19.0 Other underran \$2.6		Timing Timing Timing
Non Utility EP&S (49XX)	89,800	92,500	(2,700)	Represents Install Work		Permanent
Employee Expenses (50XX)	38,000	19,200	18,800	Transportation & Lodging \$8.5 Training and Other \$10.3		Permanent Timing
Utilities (60XX)	58,300	54,800	3,500	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(19,900)	(12,400)	(7,500)	Reimbursed Contractor Damages & other revenues \$2.1 under Permits \$5.4 under		Permanent Permanent
Clearing Accts. - Fleet (95XX)	318,900	329,300	(10,400)	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	100	7,000	(6,900)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	2,883,800	2,872,900	10,900			

BSG/NU Summary Field Operations MAY 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 18 of 25		
Final Draft				MONTH		
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	391	431	(40)	- one Electrician, Gas Operations, Springfield Mass - one Service Technician Springfield, Mass - one Piper Springfield, Mass - two clerical Springfield, Mass - one Service Technician Lawrence, Mass - one Meter Technician Lawrence, Mass - one Scheduler, Lawrence, Mass - one Instrument Technician Portsmouth, NH - one OCM position Portsmouth, NH - one LTD Dist, position to be filled Spr - three BSG/NU service/meter Additions to Original Headcount Target (approved by S Miller) - Service & Meter 13 (Bro 6svc Spr 5mtr Law 1svc NH 1 svc) - Dist, Const & Fitters 20 (Bro 15 Spr 3 Law 2)	Fill June Fill Fill Fill Fill Fill Fill Fill Fill June Fill Fill 1 filled(bro) 7 open 1 filled(spr) 19 open	
No. of Employees - Total	391	431	(40)			
Gross Payroll	2,049,000	2,062,300	(13,300)	Savings from vacancies estimated at \$28K Other principally OT \$14.7		
Labor Transfers	691,100	592,200	98,900	-O&M to Capital		
Net Labor (1010)	1,357,900	1,470,100	(112,200)	Brockton Overtime for Leak repair, Locates and Odor Calls \$13K All other location Leak Repair Main additional labor/(savings) (\$46K) Guardian Care overtime estimated at \$48K All other incl rest of EP&S, Meter and Dist work (\$127K)		Permanent Timing Timing Timing
Materials & Supplies (20XX)	211,000	174,900	36,100	Office Supplies \$14.6K Tools & Equipment and Other \$21.5K		Timing Timing
Outside Services (3XXX)	243,400	315,900	(72,500)	Facilities Outside Services (\$15K) Gas Operations Outside Equipment & Services (\$13K) Distribution Contractors, Surveys and Locates (\$34.5K) Environmental Maintenance (\$10K)		Permanent Timing Timing Timing
Rents & Leases (40XX)	169,300	170,200	(900)	Bldg Lease underran \$1.2 Uniforms underran \$2.5 Other overran \$2.8		Timing Timing Timing
Non Utility EP&S (49XX)	109,800	113,800	(4,000)	Represents Install Work		Permanent
Employee Expenses (50XX)	37,000	19,300	17,700	Transportation, Lodging & Meals \$7.0 Training and Other \$10.7		Permanent Timing
Utilities (60XX)	59,500	54,700	4,800	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(20,700)	(12,500)	(8,200)	Reimbursed Contractor Damages & other revenues \$0.1 under Permits \$8.1 under		Permanent Permanent
Clearing Accts. - Fleet (95XX)	338,200	329,300	8,900	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	100	7,000	(6,900)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	2,505,500	2,642,700	(137,200)			

Second Draft		BSG/NU Summary Field Operations JUNE 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 19 of 25	
YEAR TO DATE							
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing	
No. of Employees - Regular	398	431	(33)	- one Service Technician Springfield, Mass - Two Pipe Fitters Springfield, Mass - two clerical Springfield, Mass - one Meter Technician Lawrence, Mass - one Scheduler, Lawrence, Mass - one Instrument Technician Portsmouth, NH - one LTD Dist, position to be filled Spr - one BSG/NU service/meter Additions to Original Headcount Target(approved by S Miller) -Service & Meter 13 (Bro 6svc Spr 5mtr Law 1svc NH 1 svc) -Dist. Const & Fitters 20 (Bro 15 Spr 3 Law 2)	Fill Fill Fill Fill Fill Fill Fill Fill 9 filled(Bro & Spr) 4 open 1 filled(spr) 19 open		
No. of Employees - Total	398	431	(33)				
Gross Payroll	13,006,800	13,408,900	(402,100)	Savings from vacancies estimated at \$373K Other (\$29.1)			
Labor Transfers	3,408,900	4,032,700	(623,800)	-Capital to O&M			
Net Labor (1010)	9,597,900	9,376,200	221,700	Brockton Overtime for Leak repair , Locates and Odor Calls \$235.4K All other location Leak Repair Main additional labor & OT \$35.6k Guardian Care overtime estimated at \$133.5 All other incl rest of EP&S, Meter and Dist work (\$35.6) Savings from vacancies estimated at (\$147.2K)		Permanent Timing Permanent Timing Permanent	
Materials & Supplies (20XX)	1,258,500	1,173,300	85,200	Office Supplies \$47.7K Tools & Equipment and Other \$37.5k		Permanent Permanent	
Outside Services (3XXX)	1,881,700	1,706,400	175,300	Facilities Outside Services (\$56.4) Gas Operations Outside Equipment & Services (\$82.5) Distribution Contractors, Surveys and Locates \$264.2 Environmental Maintenance \$0 CC Technologies/ Monson Palmer Line investigation \$50K		Permanent Permanent Permanent Permanent Permanent	
Rents & Leases (40XX)	1,026,500	1,021,200	5,300	Bldg Lease underran \$11.7 Uniforms overran \$8.7 Other overran \$8.3		Timing Timing Timing	
Non Utility EP&S (49XX)	663,000	707,300	(44,300)	Represents Install Work		Permanent	
Employee Expenses (50XX)	166,600	117,500	49,100	Transportation,Lodging & Meals \$37.3 Training and Other overran \$11.8		Permanent Timing	
Utilities (60XX)	388,400	328,700	59,700	Primarily Electric & Water		Permanent	
Misc. Revenues (88XX)							
Misc. Expenses (8900)	(134,500)	(74,600)	(59,900)	Reimbursed Contractor Damages & other revenues underran by \$52.5 Permits underran \$7.4		Permanent	
Clearing Accts. - Fleet (95XX)	2,007,100	1,977,900	29,200	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent	
All Other	1,700	42,200	(40,500)	Bill Enclosures (DTE,PUC)		Permanent	
Total O & M	16,856,900	16,376,100	480,800				

2nd Draft 082004		BSG/NU Summary Field Operations JULY 2004 Variance Analysis by Cost Element YEAR TO DATE				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 20 of 25
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	399	431	(32)	- four Service Technician Springfield, Mass - two Meter Technician Lawrence, Mass - one Scheduler, Lawrence, Mass - one Instrument Technician Portsmouth, NH - six BSG/NU service/meter Additions to Original Headcount Target(approved by S Miller) -Service & Meter 13 (Bro 6svc Spr 5mtr Law 1svc NH 1 svc) -Dist, Const & Fitters 20 (Bro 15 Spr 3 Law 2)	Fill Fill Fill Fill Fill 12 filled(Bro & Spr) 1 open 3 filled(Bro & Spr) 17 open	
No. of Employees - Total	399	431	(32)			
Gross Payroll	15,580,900	15,971,000	(390,100)	Savings from vacancies estimated at \$373K Other (\$17.1K)		
Labor Transfers	4,189,900	4,787,200	(597,300)	-Capital to O&M		
Net Labor (1010)	11,391,000	11,183,800	207,200	Brockton Overtime for Leak repair , Locates and Odor Calls \$256k All other location Leak Repair Main additional labor & OT \$39K Guardian Care overtime estimated at \$146K All other incl rest of EP&S, Meter and Dist work (\$86.6) Savings from vacancies estimated at (\$147.2K)		Permanent Timing Permanent Timing Permanent
Materials & Supplies (20XX)	1,471,800	1,331,200	140,600	Office Supplies \$72.0K Tools & Equipment and Other \$68.6k		Permanent Permanent
Outside Services (3XXX)	2,245,700	2,023,100	222,600	Facilities Outside Services (\$52.8) Gas Operations Outside Equipment & Services (\$85.9) Distribution Contractors, Surveys and Locates \$310.3 Environmental Maintenance \$1.0 CC Technologies/ Monson Palmer Line investigation \$50.0		Permanent Permanent Permanent Permanent Permanent
Rents & Leases (40XX)	1,205,500	1,203,400	2,100	Bldg Lease underran \$24.3 Uniforms overran \$2.2 Westboro Building Property Tax not budgeted \$14.3 Other overran \$9.9		Timing Timing Timing
Non Utility EP&S (49XX)	807,000	861,700	(54,700)	Represents Install Work		Permanent
Employee Expenses (50XX)	184,000	135,100	48,900	Transportation,Lodging & Meals \$39.6 Training and Other overran \$9.3		Permanent Timing
Utilities (60XX)	447,400	383,400	64,000	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(152,800)	(87,100)	(65,700)	Reimbursed Contractor Damages & other revenues underran by \$55.4 Permits underran \$10.3		Permanent
Clearing Accts. - Fleet (95XX)	2,359,800	2,307,200	52,600	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	4,500	49,300	(44,800)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	19,963,900	19,391,100	572,800			

2ND Draft 091404		BSG/NU Summary Expanded Operations AUGUST 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 21 of 25
		MONTH				
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	446	472	(26)	- four Service Technician Springfield, Mass - one Instrument Technician Portsmouth, NH - seven BSG/NU service/meter <u>Additions to Original Headcount Target (approved by S Miller)</u> -Service & Meter 13 (Bro 6svc Spr 5mtr Law 1svc NH 1 svc) -Dist, Const & Fitters 20 (Bro 15 Spr 3 Law 2) -two Engineering & Const Positions	Fill Fill Fill 12 filled(Bro & Spr) 1 open 9 filled(Bro & Spr) 11 open Fill	
No. of Employees - Total	446	472	(26)			
Gross Payroll	2,317,800	2,360,900	(43,100)	Savings from vacancies estimated at \$0k Other (\$43.1K)		
Labor Transfers	823,000	804,700	18,300	-O&M to Capital		
Net Labor (1010)	1,494,800	1,556,200	(61,400)	Brockton Overtime for Leak repair , Locates and Odor Calls \$12k All other location Leak Repair Main additional labor/(savings) (\$6k) Guardian Care overtime estimated at \$7k All other incl rest of EP&S, Meter and Dist work (\$74.4k)	Permanent Timing Timing Timing	
Materials & Supplies (20XX)	180,400	173,400	7,000	Office Supplies \$2.1K Tools & Equipment and Other \$4.9K		Timing Timing
Outside Services (3XXX)	343,100	350,200	(7,100)	Facilities Outside Services (\$19k) Gas Operations Outside Equipment & Services (\$12k) Distribution Contractors, Surveys and Locates \$63.9K Environmental Maintenance (\$13k) Engineering etc (\$27k)	Permanent Permanent Permanent Permanent	
Rents & Leases (40XX)	184,900	192,200	(7,300)	Bldg Lease underran \$3.5 Uniforms underran \$6.4 Westboro Building Property Tax not budgeted \$14.3?? Other underran \$11.7		Timing Timing Timing
Non Utility EP&S (49XX)	188,300	164,000	24,300	Represents Install Work		Permanent
Employee Expenses (50XX)	17,300	18,300	(1,000)	Transportation,Lodging & Meals \$4.4 Training and Other (\$5.4)		Permanent Timing
Utilities (60XX)	61,700	55,800	5,900	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(34,700)	26,100	(60,800)	Reimbursed Contractor Damages & other revenues \$11.4 under Permits \$49.4 under		Permanent Permanent
Clearing Accts. - Fleet (95XX)	358,000	329,300	28,700	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	-	9,000	(9,000)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	2,793,800	2,874,500	(80,700)			

2nd Draft 10/2004 Headcount Adjust		BSG/NU Summary Expanded Operations SEPTEMBER 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 22 of 25
		MONTH				
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	448	472	(24)	- three Distribution Ops Brockton, Mass - one Distribution Clerk Brockton, Mass - two Service Technician Brockton, Mass - one Dispatch Supervisor, Brockton Mass - one System Operations LNG Supervisor, Easton, Mass - two Service Technician Springfield, Mass - one Lead Locator - Supv Springfield, Mass - one Meter Shop helper, Springfield, Mass - one Meter Tech, Lawrence, Mass - two System Operations Elec/Mech, Portsmouth, NH - six BSG/NU dist/service/meter approved positions - three Engineering & Const Positions	Fill Fill Fill Fill Fill Fill Fill Fill Fill Fill Fill	
No. of Employees - Total	448	472	(24)			
Gross Payroll	2,398,300	2,377,000	21,300	Savings from vacancies estimated at \$0k Other \$21.3 princpal OT		
Labor Transfers	846,100	827,100	19,000	-O&M to Capital		
Net Labor (1010)	1,552,200	1,549,900	2,300	Brockton Overtime for Leak repair , Locates and Odor Calls \$26 All other location Leak Repair Main additional labor/(savings) \$6 Guardian Care overtime estimated at \$9 All other incl rest of EP&S, Meter and Dist work (\$38.7)		Permanent Timing Timing Timing
Materials & Supplies (20XX)	216,900	202,300	14,600	Office Supplies \$2.6K Tools & Equipment and Other \$12.0K		Timing Timing
Outside Services (3XXX)	458,100	309,700	148,400	Facilities Outside Services (\$7.6) Gas Operations Outside Equipment & Services (\$5.6) Distribution Contractors, Surveys and Locates \$161.8 Environmental Maintenance (\$10.2) Engineering etc \$10.0		Permanent Permanent Permanent Permanent
Rents & Leases (40XX)	199,500	192,200	7,300	Bldg Lease overran \$9.5 Uniforms underan \$6.1 Westboro Building Property Tax not budgeted \$12.0 Other underan \$8.1		Timing Timing Timing
Non Utility EP&S (49XX)	188,300	166,500	21,800	Represents Install Work		Permanent
Employee Expenses (50XX)	4,900	20,600	(15,700)	Transportation, Lodging & Meals (\$8.7) Training and Other (\$7.0)		Permanent Timing
Utilities (60XX)	65,700	55,800	9,900	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(8,400)	34,800	(43,200)	Reimbursed Contractor Damages & other revenues \$33.4 under Permits \$9.8 under		Permanent Permanent
Clearing Accts. - Fleet (95XX)	292,600	330,300	(37,700)	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	-	8,000	(8,000)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	2,969,800	2,870,100	99,700			

2 nd Draft 111304		BSG/NU Summary Expanded Operations OCTOBER 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 23 of 25
		MONTH				
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing
No. of Employees - Regular	451	472	(21)	- three Distribution Ops Brockton, Mass - one Distribution Clerk Brockton, Mass - two Service Technician Brockton, Mass - one System Operations LNG Operator, Ludlow, Mass - one Distribution Operator, Springfield, Mass - two Meter Technician Springfield, Mass - one Lead Locator - Supv Springfield, Mass - one Meter Tech, Lawrence, Mass - two System Operations Elec/Mech, Portsmouth,NH - five BSG/NU dist/service/meter approved positions - two Engineering & Const Positions	Fill Fill Fill Fill Fill Fill Fill Fill Fill Fill	
No. of Employees - Total	451	472	(21)			
Gross Payroll	3,040,000	2,893,400	146,600	Savings from vacancies estimated at \$0k Other \$146.6 principally OT		
Labor Transfers	1,023,400	1,065,300	(41,900)	-Capital to O&M		
Net Labor (1010)	2,016,600	1,828,100	188,500	Brockton Overtime for Leak repair , Locates and Odor Calls \$68.4 All other location Leak Repair Main additional labor/(savings) \$15.5 Guardian Care overtime estimated at ??? All other incl rest of EP&S, Meter and Dist work \$104.6	Permanent Timing Timing Timing	
Materials & Supplies (20XX)	348,800	252,700	96,100	Office Supplies \$4.1K Tools & Equipment \$14.5K Dist & Service & Other \$77.5		Permanent Permanent Permanent
Outside Services (3XXX)	397,700	260,000	137,700	Facilities Outside Services (\$12.4) Gas Operations Outside Equipment & Services (\$5.6) Distribution Contractors, Surveys and Locates \$133.1 Environmental Maintenance (\$13.3) Engineering etc \$35.9		Permanent Permanent Permanent Permanent
Rents & Leases (40XX)	191,300	192,200	(900)	Bldg Lease underran \$3.6 Uniforms underran \$6.1 Westboro Building Property Tax not budgeted \$12.0 Other underran \$3.2		Timing Timing Timing
Non Utility EP&S (49XX)	196,300	211,200	(14,900)	Represents Install Work		Permanent
Employee Expenses (50XX)	8,300	17,600	(9,300)	Transportation,Lodging & Meals (\$0.9) Training and Other (\$8.4)		Permanent Timing
Utilities (60XX)	53,000	55,800	(2,800)	Primarily Electric & Water		Permanent
Misc. Revenues (88XX)						
Misc. Expenses (8900)	(20,300)	26,100	(46,400)	Reimbursed Contractor Damages & other revenues \$28.7 under Permits \$17.7 under		Permanent Permanent
Clearing Accts. - Fleet (95XX)	372,900	329,300	43,600	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent
All Other	(200)	9,000	(9,200)	Bill Enclosures (DTE,PUC)		Permanent
Total O & M	3,564,400	3,182,000	382,400			

SECOND Draft 121304		BSG/NU Summary Expanded Operations NOVEMBER 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 24 of 25	
YEAR TO DATE							
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances	Current Status	Permanent/ Timing	
No. of Employees - Regular	452	472	(20)	- two Distribution Ops Brockton, Mass - one Distribution Clerk Brockton, Mass - one Service Technician Brockton, Mass - one System Operations LNG Operator, Ludlow, Mass - one Distribution Operator, Springfield, Mass - three Meter Technician Springfield, Mass - one Lead Locator - Supv Springfield, Mass - one Meter Tech, Lawrence, Mass - two System Operations Elec/Mech, Portsmouth,NH - six BSG/NU dist/service/meter approved positions - one Engineering & Const Positions	Fill Fill Fill Fill Fill Fill Fill Fill Fill Fill Fill		
No. of Employees - Total	452	472	(20)				
Gross Payroll	27,955,700	28,526,100	(570,400)	Savings from vacancies estimated at \$373K Other (\$197.4K)			
Labor Transfers	9,120,000	9,941,000	(821,000)	-Capital to O&M			
Net Labor (1010)	18,835,700	18,585,100	250,600	Brockton Overtime for Leak repair , Locates and Odor Calls \$381 All other location Leak Repair Main additional labor & OT \$61 Guardian Care overtime estimated at \$164? All other incl rest of EP&S, Meter and Dist work (\$208.2) Savings from vacancies estimated at (\$147.2K)?		Permanent Timing Permanent Timing Permanent	
Materials & Supplies (20XX)	2,556,800	2,235,600	321,200	Office Supplies \$89.0K Tools & Equipment \$159.9K Dist, Service and Other \$72.3K		Permanent Permanent Permanent	
Outside Services (3XXX)	3,976,200	3,179,500	796,700	Facilities Outside Services (\$111.6) Gas Operations Outside Equipment & Services (\$104.5) Distribution Contractors, Surveys and Locates \$976.8 Environmental Maintenance (\$45.5) CC Technologies/ Monson Palmer Line investigation \$50.0 Engineering etc \$31.5		Permanent Permanent Permanent Permanent Permanent	
Rents & Leases (40XX)	1,947,300	1,976,200	(28,900)	Bldg Lease underran \$55.3 Uniforms underran \$22.3 Westboro Building Property Tax not budgeted \$59.8 Other underran \$11.1		Timing Timing Timing	
Non Utility EP&S (49XX)	1,651,100	1,551,900	99,200	Represents Install Work		Permanent	
Employee Expenses (50XX)	249,900	219,800	30,100	Transportation,Lodging & Meals \$35.4 Training and Other underran \$5.3		Permanent Timing	
Utilities (60XX)	673,100	613,500	59,600	Primarily Electric & Water		Permanent	
Misc. Revenues (88XX)							
Misc. Expenses (8900)	(34,000)	314,000	(348,000)	Reimbursed Contractor Damages & other revenues underran by \$136.0 Permits underran \$212.0		Permanent	
Clearing Accts. - Fleet (95XX)	3,668,200	3,625,400	42,800	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun		Permanent	
All Other	4,500	93,300	(88,800)	Bill Enclosures (DTE,PUC)		Permanent	
Total O & M	33,528,800	32,394,300	1,134,500				

Second Draft 011705		BSG/NU Summary Expanded Operations DECEMBER 2004 Variance Analysis by Cost Element				Bay State Gas Company D.T.E. 05-27 Attachment AG-19-1(g) Page 25 of 25	
YEAR TO DATE							
Description	2004 Actual	2004 Baseline Budget	Variance	Explanation of Significant Variances		Current Status	Permanent/ Timing
No. of Employees - Regular	451	472	(21)	- one Distribution Operator, Springfield, Mass - three Meter Technician Springfield, Mass - one Service Tech Springfield, Mass - Two Meter Tech, Lawrence, Mass - two System Operations Elec/Mech, Portsmouth, NH - one Distribution Operator, Portland, Maine - ten BSG/NU dist/service/meter approved positions - one Engineering & Const Positions		Fill Fill Fill Fill Fill Fill Fill	
No. of Employees - Total	451	472	(21)				
Gross Payroll	31,172,000	31,630,800	(458,800)	Savings from vacancies estimated at \$373K Other (\$85.8K)			
Labor Transfers	10,270,900	11,107,100	(836,200)	-Capital to O&M			
Net Labor (1010)	20,901,100	20,523,700	377,400	Brockton Overtime for Leak repair , Locates and Odor Calls \$435.2 All other location Leak Repair Main additional labor & OT \$65.5 Guardian Care overtime estimated at \$188.9 All other incl rest of EP&S, Meter and Dist work (\$165) Savings from vacancies estimated at (\$147.2K)?			Permanent Timing Permanent Timing Permanent
Materials & Supplies (20XX)	2,856,700	2,452,400	404,300	Office Supplies \$92.6K Tools & Equipment \$164.1K Dist, Service and Other \$147.6K			Permanent Permanent Permanent
Outside Services (3XXX)	4,283,100	3,418,900	864,200	Facilities Outside Services (\$114.9) Gas Operations Outside Equipment & Services (\$113.4) Distribution Contractors, Surveys and Locates \$992.2 Environmental Maintenance (\$50.1) CC Technologies/ Monson Palmer Line investigation \$50.0 Engineering etc \$100.4			Permanent Permanent Permanent Permanent Permanent
Rents & Leases (40XX)	2,112,800	2,158,400	(45,600)	Bldg Lease underran \$79.8 Uniforms underran \$28.4 Westboro Building Property Tax not budgeted \$71.8 Other underran \$9.2			Permanent Permanent Permanent
Non Utility EP&S (49XX)	1,822,200	1,679,700	142,500	Represents Install Work			Permanent
Employee Expenses (50XX)	261,800	239,600	22,200	Transportation, Lodging & Meals \$36.3 Training and Other underran \$14.1			Permanent Permanent
Utilities (60XX)	736,400	669,300	67,100	Primarily Electric & Water			Permanent
Misc. Revenues (88XX)							
Misc. Expenses (8900)	(41,200)	349,900	(391,100)	Reimbursed Contractor Damages & other revenues underran by \$160.5 Permits underran \$230.6			Permanent
Clearing Accts. - Fleet (95XX)	4,198,800	3,958,800	240,000	2004 Budget set at 2003 Actual level except leasing. Leasing expected to overrun			Permanent
All Other	10,400	102,300	(91,900)	Bill Enclosures (DTE,PUC)			Permanent
Total O & M	37,142,100	35,553,000	1,589,100				